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**Government of Pakistan**  
**Benazir Income Support Programme**  
**F-Block, Pak. Secretariat, Islamabad**

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No. [1-123/Proc/NOC Software/BISP/2022]

Islamabad, the 31<sup>th</sup> January 2022

**Subject: - MINUTES OF PRE-BID MEETING – REQUEST FOR BIDS (RFB)  
PROCUREMENT OF NETWORK OPERATIONS CENTER (NOC)  
SOFTWARE- [1-123/PROC/NOC-SOFTWARE/BISP/2022]**

An Invitation for Bids (IFB) Notice was published on 21<sup>st</sup> January 2022, in the combined edition of Newspapers namely, "Roznama Express" and "The News" and also posted on the websites of Public Procurement Regulatory Authority & BISP in accordance with World Bank Procurement Regulation and Policies (Single Stage One Envelope Procedure) for "**Procurement of Network Operation Center (NOC) Software**"

2. As pre-fixed in the IFB Notice, a Pre-Bid meeting was held on 27<sup>th</sup> January 2022 at 1400 hours at Second floor, Conference Room, BISP HQ, F-Block, Secretariat, Islamabad, to answer the technical queries and provide clarifications on the terms and conditions of the bidding document to the prospective bidders or their representatives. Members of **Technical-Sub-Committee**, Director (F&A), Support Staff and Procurement Specialist; and the six (6) representatives of the bidders attended the meeting. The attendance sheet of the bidders' representative is attached at Annex-A.



**Proceedings of Meeting:**

3. The representatives of the bidders sought certain clarifications which were addressed by BISP Technical Team accordingly, the Intellectual discussion and question answer session in Pre-bid meeting for the **"Procurement of Network Operations Center (NOC) Software,** was further extended till 31<sup>th</sup> January 2022 vide emails. The overall synopsis are recorded hereunder:

S.No	Queries from Bidders	Response from BISP
1	The RFP is requesting for a 03-year subscription cost (Renewable). It means the licenses needed are yearly subscription-based licenses and not the perpetual one. Please clarify the required licensing model?	Yes, Annual licensing is required for 3 years along with support services
2	Network Performance and NetFlow Traffic is required to cover the 15,000 elements or 15,000 interfaces? The RFB states interfaces which may be implied that 15000 logical interfaces (instead of physical). Please clarify for the better understanding.	15,000 interfaces includes both physical and virtual interfaces
3	The number of interfaces (15,000) will be in single instance/site? Please clarify.	No, we have 3 geographically different locations
4	Is there any requirement of High Availability for solution with distributed architecture?	No
5	The database license is required for 12 DB servers. Please confirm that these are individual servers or DB instances?	We have one instance per server
6	We need to know about scope of customization of Dashboards, Reporting, notification alerts and Work Flows, means what level of customization is required? Please clarify	The solution must support fully customizable reporting engine providing BISP fixability to generate report as per requirement
7	Is there a requirement that proposed solution should support multi-tenancy? if yes then shall BISP want to offer "monitoring as a service" to its liaison offices? Please clarify	Multi-tenancy is not required, but there must not be any cap on number of monitoring agents/users logged in simultaneously
8	Please specify the deployment scenario and environment (OS, Distributed or Centralized)	The solution should support both windows and Linux OS, deployed in distributed environment.
9	Is there any requirement for an automated workflows based upon rules, condition or ML / AI algorithms?	Yes. The solution should have this automated workflow capability based upon ITSM as

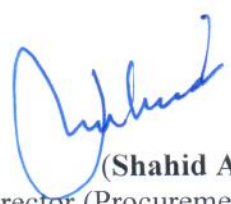


		per BISP specific NOC processes.
10	Is there any requirement to support Centralized Management Database (CMDB) ?	Yes. This is required to support integration with other ITSM tools in future.
11	Is it required to support correlation/conditional monitoring across various services for the SLT management?	Yes. The use cases will be shared with the selected vendor to create SLT Dashboards
12	Is it required to have auto discovery feature for the IT assets?	Yes, it is Mandatory
13	Is it required to have support for additional IOT use cases besides UPS/Power monitoring?	Yes. Such support of additional IOT based non-IT assets e.g., cooling, fire, humidity sensors etc. is a plus.
14	Is there a requirement of Geotagging and display the monitored IT assets on GeoMap?	Yes, its mandatory to have this feature. The solution should be able to tag /show status of hosts/device on the maps.
15	What are the requirements for reporting engine?	The solution must support fully customizable reporting engine providing BISP fixability to generate report as per requirement
16	(Network Performance Monitoring & Traffic Analyzer) Please explain Interfaces (What Hardware / Software are included in Interfaces e.g. switches, firewalls , ports ...etc.)	This includes everything, from routers, firewalls, switches, servers to virtual ports
17	Monitoring require for these 15000 interfaces continuously at same time	Yes
18	Database Performance Monitoring SQL, MySQL, Oracle.. if any other please mention	We have MS SQL Server, MySQL / MariaDB, and Oracle DB
19	Server & Application Monitor 1000 Services / applications - What type of Services these are -- OS Services / .Net Services / DB services / Framework Service	OS Services, DB Services, .NET Services, all are included.
20	Virtual Monitoring 32 Servers & 100 VMs (Different types : VMWare, SANT-4 CISCO) if any other please mention	The Solution must support virtualization and HCI solutions like VMWare, H3C, Nutanix, Sangfor, Open Stack, OVM etc
21	OS are both (Windows & Linux )	Yes
22	License Type of these above : Perpetual 03 x Years License with Tech Support - Renewable	3 years renewable license with support is required
23	UPS / Power Monitoring SNMP Protocol all UPS any other information	All devices support SNMP protocol

4. During discussions, representatives of the bidders were also briefed with respect to the following necessary bidding requirements for submission of bids: -

- a) The Procurement is a turnkey solution.
- b) In technical specification the compliance of all the technical requirements are mandatory.
- c) Additional and Related Information are the integral part of the bidding document.
- d) The qualification criteria must be fulfilled in every manner with all required documents/evidences, failing to do so will lead to disqualification.
- e) The successful bidder must adhere to the delivery and completion schedule.

5. The Technical Team also provided their email address for seeking any further clarifications on technical aspects of the overall project.



(Shahid Ali)  
Director (Procurement)  
Benazir Income Support Programme(BISP)  
**F-Block, Pak. Secretariat, Islamabad**

# ATTENDANCE SHEET

## Representatives of the Firms/Bidders

MEETING: Pre-Bid Meeting for Procurement of Network Operations Center (SOC)/ 1-123/Proc/NOC-Software/BISP/2022

VENUE: BISP Headquarter, F-Block, Pak. Secretariat, and Islamabad.

DATE & TIME: 27<sup>th</sup> January, 2022 at 1400 hours

Sr. #	Firm Name	Representative Name	Contact /Email	Signature
1.	SBS	Taliba Basit Hamza Talib	0321-5358997 taliba_basit@swiftbdc.com 0302-6571741 hamza_talib@swiftbdc.com	Talib Hamza
2.	Premier Star Technology.	M. Zakeer Khan	0345-5086288 zakeer@pstechnology.com	Zakeer
3.	107A Solutions (Pvt) Ltd.	Abdur Rauf Shakir	0322-5370899 ar.shakir@cloud9net.com	Abdur Rauf
4.	BISP HQ D/Director (F&A)	Muhammad Shamir Imbrang	0321-5231853	Muhammad Shamir
5.	PREMIER SYSTEMS	TAYYIB RIAZ NADIM AFZAL	0307-5550238	Tayyib Riaz

Sr. #	Firm Name	Representative Name	Contact / Email	Signature
6.	Telephone Industries of Pakistan (TIP)	Mr. Abdul Qadir Mr. Zeeshan Khicoy	0324-5750269 0333-5079592	Zeeshan
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