



**BENAZIR INCOME SUPPORT PROGRAMME**  
**GOVERNMENT OF PAKISTAN**  
**F-Block, Pak. Secretariat, Islamabad**  
**NATIONAL SOCIAL PROTECTION PROGRAMME**  
**REQUEST FOR BIDS (RFB)**

Activity Ref.: PK-BISP-268008-GO-RFB

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

Project: [NSPP]

Project No: 158643

Credit Number IDA-59730

## Procurement of Network Operations Center (NOC) Software

Benazir Income Support Programme (BISP) has received Technical Assistance financing from the World Bank\_IDA through its National Social Protection Program (NSPP), and intends to apply part of the proceeds for procurement of a turnkey solution **“Procurement of Network Operations Center (NOC) Software”, with three years Subscription (renewable).**

2. BISP hereby invites Bids in the form of RFB (hereinafter referred to as “the Tender” from original manufacturers/authorized firms or companies for the award of contract for **“Procurement of Network Operations Center (NOC) Software”,** with three years Subscription (renewable), as per the following components that shall conform to Schedule of Requirements, Technical Specification Compliance, and other terms and conditions and requirements mentioned in the Bidding document:- **delivery, deployment, installation, configuration, integration, testing and commissioning**, is the responsibility of the bidder.

Description	Quantity	Completion period
<b>Network Performance Monitoring &amp; Traffic Analyzer</b> Monitor network performance and traffic flow analysis and to help NOC team to predict, highlight and resolve net-flow problems	Upto 15,000 interfaces	<b>6-8 weeks</b>
<b>Database Performance monitoring</b> Monitor database server's health and DB activities.	Upto 12 database servers	
<b>Server &amp; Application Monitor</b> Monitor health and performance of server's hardware. OS and application / service level monitoring.	Upto 32 servers and 1000 services / application	
<b>Website Performance Monitoring</b> Complete performance monitoring with detailed metrics	Upto 100 websites / web applications	
<b>Virtualization Monitoring</b> Detailed virtualization performance monitoring at VM level, able to monitor across on-premises, hybrid, and multivendor cloud infrastructure	Upto 32 servers and 100 VMs	
<b>Helpdesk Solution</b> Automation of ticketing across multi datacenter environment	Upto 06 helpdesk agents	
<b>Power / UPS monitoring</b> Multi-vendor monitoring of power supplies, PDUs and UPS	Upto 100 devices	

3. The complete set of bidding documents are available on the websites of PPR ( [www.ppra.org.pk](http://www.ppra.org.pk) ) & BISP ( [www.bisp.gov.pk](http://www.bisp.gov.pk) ) free of cost. The same can also be obtained from **Room#236, F-Block, Pak. Secretariat, Islamabad**, on submission of written application on company letter head, duly supported by copy of NTN & GST certificates.

4. **Single Stage- One Envelope bidding procedure** shall apply. Bids, duly accompanied by a “Bid Security” i.e. 2% of the bid value or (Rs. 300,000/- ), whatsoever is less in shape of a Bank draft/Call Deposit/Demand Draft/Banker's Cheque in the name of Director Procurement, BISP, shall be delivered to the address given below on or before **7th February, 2022 at 1400 hours. Bids will be publicly opened at 1430 hours on the same day** at the address given below, in the presence of the bidders' designated

representatives, who may choose to attend. Electronic bidding shall not be permitted. Late bids will not be accepted.

5. A **pre-bid meeting** shall be held on **27th January, 2022 at 1400 hours** in Conference Room, 2<sup>nd</sup> floor, BISP, (HQ), F-Block, Pak-Secretariat Islamabad, The minutes of pre-Bid meeting shall be uploaded on BISP website ([www.bisp.gov.pk](http://www.bisp.gov.pk)). The bidders are required to go through the minutes of pre-bid meeting, as information provided in the minutes shall form integral part of the Bidding Documents, and failure to comply with the pre-bid meeting instructions shall be considered as non-responsiveness, which shall be a valid ground for rejection of bid.
6. In case public holiday is announced on pre-bid meeting date or bid submission & opening date the same shall be held on the next working day.
7. The procurement will be carried out in accordance with "**Guidelines: Procurement of Goods, Works and Non-consulting Services under IBRD Loans and IDA Credits and Grants by World Bank Borrowers**" dated January 2011 (revised July 2014). The bidders are requested to give their best and final prices as no negotiations are allowed under the **World Bank Procurement Guidelines**.
8. Bidder shall bid for the complete solution with 100 % quantity, Evaluation will be carried out on turnkey solution base. Conditional or incomplete bid will not be accepted.

**Additional Director General (Procurement)**  
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051-9246389

