

**THE BANK OF KHYBER**

**Expression of Interest (EOI)**

**Services for Security Operations  
Center (SOC)**

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<b>Last Date for Submission:</b>	<b>09-10-2019 at 11:30AM</b>
<b>Opening Date:</b>	<b>09-10-2019 at 12:00AM</b>

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Tender No. BOK/PROC/IT/04/Sep/2019

## Description of Work

### **A. Introduction**

In accordance with SBP's BPRD Circular No. 5 of 2017 regarding "Enterprise Technology Governance & Risk Management Framework for Financial Institutions" Banks are mandated to have real time security event monitoring and response capability.

In this respect, Bank of Khyber is seeking proposal from interested parties for Scope of work given at Annexure – B of the document.

Bidders are required to submit their sealed proposals (EOI) in line with Khyber Pakhtunkhwa Procurement Rules 2014 to the office of the Incharge **Procurement Department, The Bank of Khyber** on or before **09-10-2019 at 11:30AM**. And shall be opened on same day at **12:00AM** at The Bank of Khyber, Head Office.

**Note:** The prospective bidder is expected to examine the EOI Documents carefully, including all Terms & Conditions and Annexures. Failure to furnish all information required by the Bidding documents or submission of a Bid not substantially responsive to the Bidding Documents in every respect would result in the rejection of the Bid.

## Annexure – A

### Bidder Eligibility Criteria

Bidder is required to submit its Proposal in accordance with the **Mandatory** requirements mentioned in the Bidder Eligibility Criteria. Failing to which the proposal will not be considered.

#	Mandatory Requirements	Attached (Yes / No) Reference
1	Name of the Bidding Firm. Name of authorized contact person along-with his designation, contact number, email address and postal address.	
2	<b>Proposed Methodology and Processes</b> Describe the proposed methodology in detail for managing Security Operations Center effectively and efficiently for timely detection and response against any threat / attack for the compliance of requirements given in SBP's BPRD Circular No. 5 of 2017.	
3	The firm should have established Security Operations Center with DR arrangement. Documentary evidence to be attached.	
4	Bidders having minimum 5 (Five) years of relevant experience from the date of incorporation of the company / registration of the firm shall be eligible to participate.	
5	Completion Certificate and Reference –of SOC services with any two Commercial Bank in Pakistan including international banks must be attached. Agreement with only one bank will also be acceptable, however preference will be given to those bidders that have agreements with more than one Commercial Bank.	
6	The bidder should provide Undertaking on stamp paper that it is not being blacklisted by any of the Provincial / Federal Government or organizations of the State / Federal Government in Pakistan. And must provide List of arbitration/legal suits/unsettled disputes with the financial sector clients (if any) in last five years.	
7	The bidder must submit <b>Annual Audited Report</b> for the last 03 Financial years.	
8	The bidder must have legal presence in Pakistan. The firm must submit <b>List of Offices</b> across Pakistan.	
9	Bidder is required to assign a dedicated onsite Project Manager to manage the project and report to the stakeholders as per requirement. Copy of CV and certifications of the Project Manager to be attached	
10	The bidder should have enough Technical Strength (i.e. L1, L2 and L3) at its end to effectively manage the Security Operations Center (SOC) on	

	behalf of BOK. <b>List of team</b> of the Company along-with their Profiles and copies of Certifications to be submitted.	
11	The Bidder should be active Tax/Sale Tax/GST payer, copy of latest returns to be attached	
12	Copy of Registration of Incorporation under the laws of Pakistan with SECP to be attached.	
13	Copy of active registration certification with KPRA (Khyber Pakhtunkhwa Revenue Authority).	
14	Bidders must sign and stamp each paper of this EOI document, and submit with proposal.	

## Scope of Work:

The Bank of Khyber (BOK) seeks the services of Security Operations Center (SOC) being managed, operated and maintained by third party service provider to enable BOK to prevent, detect, respond and recover from cyber security threats and events whereby utilizing already implemented SIEM and other related solutions.

Detailed scope of work is as follows:

- Perform BOK's environment study to document critical applications, systems and network infrastructure etc. to be integrated with Solar Wind LEM (SIEM). This should be done in view of regulatory requirements and for effective threat identification and remediation.
- Develop related processes and procedures for BOK in order to effectively manage the operations of Security Operations Center (SOC). The processes and procedures should be detailed and easy to understand and follow.
- Study BOK's environment to identify attack surface areas.
- Review and analyze already established use cases for identification of any anomaly or incompleteness in-respect of threats and identified attack surface areas. Fine tuning and establishment of new use cases should be carried out where necessary.
- Monitor and analyze the security event data to reveal / identify any anomaly or incident that can lead to jeopardizing availability, integrity and confidentiality of data.
- Service provider should have robust threat intelligence mechanism that should be leveraged during detecting and remediating an incident.
- Periodic reporting including daily report of events / incidents / attack(s) to the management and desired audiences as per agreed criteria.
- In-depth analysis and investigation of an event(s) / incident(s) for forensic analysis.
- Perform periodic red team blue team exercises to test the response and resilience level.
- Enablement of BOK nominated resource(s) to effectively perform and manage the SOC services.

## **Incident Response:**

- Identify, prioritize, categorize and take appropriate remediation actions to stop / contained the identified incident / attack.
- Perform forensic investigation by in-depth analysis and evaluation to identify the root cause and source of the incident / attack.
- Identify, prioritize, categorize and take necessary measures to mitigate the risk of reoccurrence of the identified incident / attack.
- Detailed reporting of the incident to the concerned management / audience.

## **SOC Operations Run Time:**

- SOC services are required for 24 hours per day, 7 days a week and 365 days a year (24x7x365)

### **Terms and Conditions**

- a) Bidder is required to submit its Company Profile along-with Proposal that must comply with the following **Bidder Eligibility Criteria** (Annexure – A).
- b) Proposals submitted Late / after due date and time or Incomplete will not be considered.
- c) Only Shortlisted Firms will be invited to submit their Technical and Financial proposals.
- d) The competent authority reserves the right to accept or reject any proposal as per KPPRA rules.
- e) All sections in the bid should be adequately flagged and numbered.
- f) In case of consortium, the bidder must submit:
  - The details of the consortium with roles and responsibilities of each partner.
  - The original stamped consortium agreement shall be attached along-with the Bid Document.
  - The same should be endorsed by an authorized representative of the prime bidder. The Prime bidder will be the single point of contact with the Bank for the project undertaking.
- g) No change in the constitution of the consortium (prime bidder/members of consortium/stakes of any member etc.) will be allowed without explicit approval of the Client.
- h) Bidders are essentially required to provide correct and latest postal/email addresses, phone/mobile/fax numbers for actively and timely communication.
- i) The Bank of Khyber will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- j) For any query, clarification regarding Services / Bid Solicitation Documents, the applicants may send a written request at least 5 days prior to the opening date

through registered posts.

***Incharge Procurement Department, Head office,  
The Bank of Khyber, 29 A, The Mall, Peshawar Cantt.  
Phone: 091-5261117, 091-5275352***