



## **Request for Sealed Bid**

**Implementation, Operation & Monitoring of:  
Security Information and Event Management (SIEM) &  
File Integrity Monitoring (FIM)  
Through  
Security Operation Center (SOC) Managed Services**

Nepal Electronic Payment Systems Ltd  
Global Business Hub, Dugad Marg, Naxal  
Kathmandu, Nepal

### RFP details in Brief:

Brief Description of RFQ	Security Information and Event Management (SIEM) & File Integrity Monitoring (FIM) Through Security Operation Center (SOC) Managed Services
Address for Communication	Nepal Electronic Payment System Limited 5 <sup>th</sup> Floor, Global Business Hub Naxal, Kathmandu, Nepal
Email for Clarification	<a href="mailto:info@neps.com.np">info@neps.com.np</a>
Date of RFP Issuance	7 <sup>th</sup> September 2022
Last Date for RFP Request	14 <sup>th</sup> September, 2022
Last Date of Clarification	21 <sup>st</sup> September, 2022
Last Date of Submission	28 <sup>th</sup> September, 2022 5:00PM

## 1. Introduction

Nepal Electronic Payment Systems (NePS) Limited is a company promoted by commercial banks of Nepal and regulated by Nepal Rastra Bank as Payment System Operator (PSO), with 13 financial institutions of Nepal as investor currently, who have joined hands together to form a single platform to fulfill all their electronic payments solutions. NEPS has been incorporated as a public limited company under Company Act 2063 Nepal. NEPS currently serves to 14 financial institutions and is working with more banks to bring it into its hosting solution.

This RFP has been floated for the security requirements via log management/ system monitoring and analytical service for NePS Infrastructure/Environment which are under the scope section and those are protected from threats and vulnerabilities by Security Operations Center Implementation and Managed Services through SOC Vendor.

The later sections of the document provide additional information that will allow bidders to understand the scope of the work and develop a proposal in the format required by the NEPS to fulfill the proposals. The bidder should give as much information as possible about their capability to design, plan, deploy, and implement.

NEPS has maintained its DC center in Thapathali, Kathmandu and DR center at Bhairahawa and have its operation center at Global Business Hub, Naxal Kathmandu.

The Proposal should have separate technical and commercial and should contain documentation for substantiation. Bidders are requested to provide for multiple pricing models for commercial. For e.g., assets based, or EPS based (Event Per Second) or both (if available).

## 2. Scope of Work

The bidder must undertake the following activities towards the implementation of project:

- Supply, Installation, and Integration of Security Operation Center (SOC) through Security Information and Event Management (SIEM) and File Integrity Monitoring (FIM).
- Bidder shall complete the entire work and make the solution operational within agreed turnaround time.
- Bidder shall provide Standard Operating Procedure (SOP), system administration documentation, operation manuals, information etc.
- Bidders shall provide adequate trainings for technical, admin and functional teams respectively

The bidder must submit an acceptance/undertaking along with the delivered items, signed by the authorized person, certifying that all the components/software used in the proposal are required for the functioning of the system.

### 3. Infrastructure Scoping for the Work

Particular	Description
Business Function	Card Processing, Issuing, Acquiring (Service Provider)
Customer	Various Banks of Nepal
List of Credit Card Related Process	Issuing, Acquiring and Authorization, settlement
Application	3
No. of AIX Server	14
No. of Oracle Database	6
No. of Windows Server	30
No. of CentOS Server	11
No. of Firewall	7
No. of Switch	3
EPS (Event Per Second)	800

### 4. BID Response Requirements

Each bidder response must address the following:

S No.	Description	Response (Yes/No)
1	A Cover Letter and acknowledgement acceptance of terms and conditions of RFP duly endorsed (signed and stamped) with	
2	Eligibility Criteria Compliance statement	
3	Provide brief information on the structure of the organization and the field(s) and location(s) globally and where it operates and geo-redundancy to be maintained.	
4	Total number of clients along with their details on managed SOC/SIEM/FIM service	
5	Number of employees who would be servicing on this project along with their certificates and biodata.	
6	List the organization's compliance/professional certificates	
7	Total number of SOC analyst in the organization (L1, L2, L3) that will be allocated to NePS	
8	Methodology to be followed in the deployment and implementation of the SOC/SIEM/FIM solution along with timeline.	
9	Roles & Responsibilities, Identified Risks and their Mitigation plans for successful implementation on time.	
10	Technical plan and support and maintenance plan post LIVE implementation.	
11	Required infrastructure for implementation of managed SOC/SIEM/FIM services	
12	Technical and financial bids must be submitted separately zipped with separate password protected.	

## 5. General Conditions

- 5.1 NePS reserves the rights to accept or reject or negotiate on any quotation(s) or any quoted price in full or in part without assigning any reason whatsoever.
- 5.2 The offers containing unauthenticated erasures or alterations will not be considered. Therefore, there should be no unauthenticated handwritten material, corrections, or alterations in the offer. If such unauthenticated erasures or alterations are present these should be initiated by the person or persons authorized for signing the bid. Any deviation may lead to the rejection of the bid.
- 5.3 The Bidder shall bear all costs associated with the preparation and submission of its bid and NePS will in no case be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. The bid prepared by the Bidder, all correspondence and documents relating to the bid exchanged by the Bidder and the NePS shall be written in English.
- 5.4 Bids must be received by the NePS at the address specified not later than the time and date specified.
- 5.5 In the event of the specified date for the submission of Bids being declared a holiday for the NePS, the bids will be received up to the appointed time on the next working day.
- 5.6 The NePS may, at its discretion, extend the deadline for submission of Bids by amending the bidding document, in which case all rights and obligations of the NePS and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- 5.7 Any bid received by the NePS after the deadline for submission of bids prescribed by the NEPS, in Invitation for Bid, will be rejected and returned unopened to the Bidder if the sealed bid is submitted to NePS.
- 5.8 Bidder should observe the highest standard of ethics during the process of bidding, and execution of the contract.
- 5.9 In an event the bid is granted, the bidder should be ready to start the off-site assessment process within a week of the purchase order and shall be on site at the time mutually decided by successful bidder and NePS. All cost of travel shall be bidders liability.
- 5.10 Dispute or differences, if any, arising between NePS and the bidder from misconstruing the meaning and operation of Bid process will be resolved amicably.

## 6. Submission of Offer

The interested bidder should submit the proposal on or before the bid submission date through password protected separate email for Technical and Finance Proposal in the attention of:

Mr. Manish Bhattarai

Email: [manish.bhattarai@neps.com.np](mailto:manish.bhattarai@neps.com.np)

The title of the email should be “**Response to RFP for SOC**” and the content of the email should specify that the mail is for “**Response to RFP for IMPLEMENTATION, OPERATION & MONITORING**”

## **OF: Security Information and Event Management (SIEM) & File Integrity Monitoring (FIM) Through Security Operation Center (SOC) Managed Services.**

The bids should be typed or written in indelible ink and shall be signed by the person with authorization to submit the bid along with the company stamp on every page of the bid. Any amendments, erasures, overwriting will be validated by putting the initials.

Any bid received after the deadline of the submission of the bids will be rejected by NePS. NePS reserves the right to reject the bids for not confirming to above.

NePS can request the bidders to submit the hardcopy of the bid documents when the situation normalizes or in case of need as decided by NePS.

## **7. Opening of Bid, BID evaluation and award of Contract**

NePS will open all received Bids on the date and time published in the tender notice and the presence of bidder's representative is not necessary to attend the same because technical bid will be analyzed first and it may differ from bidders to bidders.

All the Bids will be scrutinized for to check if they are complete or if the bids have any errors/discrepancies and whether the items are quoted as per requirements. NePS will further check if the bidder is eligible in terms of eligibility criteria set in the RFP. NePS may at its own discretion, waive minor deviations/irregularities in a bid which shall be conclusive and binding to all the bidders.

NEPS reserves the exclusive right to accept or reject any or all offers and/or cancel the bidding process without assigning any reason thereof without incurring liability to the affected bidder. Any decision of NEPS shall be final, conclusive, and binding upon the bidders. NePS also shall have no obligation on its part to inform the bidders the ground for the action. NePS will further have no obligation to acquire any or all the items proposed, and no contractual obligation whatsoever shall arise from the RFP process unless and until a formal contract is signed and executed by duly authorized officials of NePS and the bidder.

NEPS will have its own internal evaluation process which will not be disclosed to the bidders to evaluate all the eligible bids technically and commercially. During technical evaluation, if it is found that the bidder has not indicated any component/module or item which is required for the implementation of the solution, the same has to be provided by the successful bidder without any additional cost to NePS.

NePS will, at its sole discretion, ask some or all of the bidders for the clarification of their proposals to assist in comparison, evaluation and scrutiny of the bids. The request for clarification will be in writing through email and will have to be responded by the bidder within 3 days. In case of non-

receipt of clarification from the bidders within stipulated time frame, NePS may at its discretion disqualify the concern bidder/s for further process. NePS can and will negotiate the short-listed bidders on the pricing and/or additional requirements. NePS may further request site visit of the bidder's installation for technical evaluation which bidder shall have to agreed and be arranged.

On the completion of selection process, NePS will enter into agreement with selected bidder for the proposed solution. The agreement will be based on the bidder's offer document with all its enclosures and modification arising out of clarification/negotiations. And will include Service Level Agreements (SLA), Project plan, Deliverables, and schedule of completion dates. NePS reserves the right to stipulate any other documents deemed fit to be enclosed as part of the final contract.

NePS reserves the exclusive right to assign the contract to any of the bidder/bidders without assigning any reasons thereof. Any decision of NePS in this regard will be final and binding to all the parties. NePS will incur no liability/ contractual obligation with any or all of the bidders affected by the decision.

Shortlisted bidders will be asked for fully demonstrate their proposed service.

## **8. Payment Terms**

The bidder needs to submit the Annual cost for the deliverables with the payment terms for three consecutive years.

### **Note:**

8.1 If there is a discrepancy between the unit price and the total price which is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price will be corrected.

8.2 If there is a discrepancy between words and figures, the amount in words will prevail.

8.3 Price can be quoted in NPR, INR or USD. All the price quoted shall be inclusive of Taxes/Duties such as VAT/GST, Local Development Tax, Custom Duties, and Security Tax etc. applicable in Nepal and or country of bidders. For all the cases, prices quoted irrespective of currency, applicable Tax Deducted at Source (TDS) as per Nepalese Income Tax Act will be deducted and Net amount will be remitted to the bidder. For the TDSNEPS shall provide the withholding tax certificate upon request of Bidder.

8.4 This Prices Schedule shall be duly filled, signed along with date and stamped with official seal. Bid with Prices Schedule not duly filled and without signature, date and official stamp shall be rejected and not be considered for evaluation.

## **9. Termination of Order**

NEPS reserves the right to cancel the contract placed on the selected bidder and recover expenditure incurred on the following circumstances:

- 9.1 The selected bidder commits a breach of any of the terms or condition of the bid.
- 9.2 The bidder goes into liquidation, voluntary or otherwise.
- 9.3 The selected bidder fails to complete the assignment within stipulated time frame and the extension if granted by NEPS on its own discretion.

## 10. Evaluation Process

Proposals that meet the eligibility criteria shall qualify for the further evaluation. The objective of the evaluation is to select a reliable and experienced bidder capable of providing the desired solution within specified timelines and in a cost-effective manner.

The evaluation/selection process will be done with the combination of technical competency, commercial aspects, product demonstration and POC evaluation. Weightage shall be provided as define below.

Evaluation	Weightage
Technical	40%
Financial	30%
Product Demonstration	15%
POC evaluation	15%
<b>Total</b>	<b>100%</b>

NEPS reserves the exclusive right to assign the contract to any of the bidder/bidders without assigning any reasons thereof. Any decision of NEPS in this regard will be final and binding to all the parties. NEPS will incur no liability/ contractual obligation with any or all of the bidders affected by the decision.

## 11. Checklist of Documents to be submitted

The firm/company submitting the RFP are requested to fill this checklist as well as ensure the details/documents have been furnished as called for in the bid document. The proposal should be submitted in the prescribed forms, where applicable.

Please tick (v) For the yes remarks and write no with reason in the box for this details furnished in the RFP and enclose the document in the given order;

Sn	Description	Yes/No
1	A cover Letter	
2	The entire RFP documents duly endorsed (signed and stamped) with	
3	Eligibility Criteria Compliance with bidder comment	
4	Valid notarized copies of company/firm Registration Certificates	



5	Valid notarized copies of PAN/VAT Registration Certificates	
6	Copy of Tax Paid Certificates for the last two fiscal years	
7	Power of Attorney for signing the Bid Documents and if selected for signing the contract	
8	Certification of Authorization if any	
9	Separate Proposal for technical and financial in password protected zipped file should contain	
	A. Firm's Profile (Detailed Company Profile along with required Summary in <b>Form No 1</b>	
	B. Work Experience: (Attach reference letter from clients) <b>Form No 2</b>	
	C. Current/Pas Involvement in SOC Declaration <b>Form No. 3</b>	
	D. Current Contract Commitment (WIP) <b>Form No. 4</b>	
	E. Technical Proposal-Compliance of Technical Specification	
	F. Commercial Proposal	

**Form No: 1**

Detailed Company Profile

1. Name of the Firm/Company:

2. Registered with:

3. Registration Date:

4. Registration Number:

5. VAT/PAN Number:

6. Address of the Firm/Company:

7. Objective of the Business:

8. Office Contact Number:

9. Key Persons:

Name Contact Number

a.

b.

c.

10. Other Details, if any: Ownership Structure, Board Members, Major Customers and Markets, etc.

**Form No: 2 Work Experience**

SN	Year	Name of the Organization	Scope of Assignment	Project Duration
1				
2				
3				
4				
5				

Note:

1. It is mandatory to fill work experience in prescribed format only.
2. Submit project completion certificates/documents.

**Form No. 3**

Current/Past Involvement in SOC

SN	Organization/Firm	Year	Role

**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience and that I agree to commit for the project during the proposed timeframe if the contract is awarded to this firm / company.

Signature of the staff /Date:

**Form No. 4**

Current Contract Commitments / Works in Progress

Bidders should provide information on their current commitments on all contracts that have been awarded, or for which a letter of intent or acceptance has been received, or for contracts approaching completion, but for which an unqualified, full completion certificate has yet to be issued.

SN	Organization	Major Scope of Assignment	Contact Person, Address & Phone	Estimated Completion Date
1				
2				
3				
4				

## 12. Eligibility Criteria

Only firms/entities fulfilling the following criteria are eligible to respond to the RFP. Proposals received from the firm/entities that do not fulfil any of the following eligibility criteria are liable for rejection at NEPS sole discretion.

**The bidder's declaration regarding the compliance of eligibility criteria and substantiating documents shall be submitted in a single merged file named "Eligibility Compliance."**

S No.	Eligibility Criteria	Supporting Document
1	Bidder should be a registered company in Nepal or Outside Nepal with official local tax entity registration at the place of origin or country of OEM company registration.	<ul style="list-style-type: none"> <li>Valid notarized or self-attested copies of Company/Firm Registration Certificates</li> <li>Valid notarized or self-attested copies of PAN/VAT Registration Certificates</li> <li>Copy of Tax Paid Certificate (Tax Clearance Certificate) for the last two fiscal years</li> </ul>
2	Bidder should have prior experience with licensing, implementation, deployment, and support for SOC/SIEM/FIM solution with at least for 5 organizations.	Reference letters from the organizations
3	Bidder should have prior experience working with Bank and Financial Institutions/ Payment Processor	At least 1 reference letter
4	The bidder shall not have been criminally prosecuted / blacklisted by any authority, Bank and financial Institution mainly on fraud, money laundering or any other act prohibited by law.	Notarized or self-attested document
5	The bidder should be an authorized partner of the product/services offered.	Detail of the vendor with letter of authorization from OEM
6	Power of Attorney for signing the Bid Documents and if selected for signing the contract	Notarized or self-attested document

Please Note:

Copies of all relevant documents/certificates should be submitted as proof in support of the claims made. The bidder should provide relevant additional information wherever required in the eligibility

criteria. The Company reserves the right to verify/evaluate the claims made by The Bidder independently. Any decision of the Company in this regard shall be final, conclusive, and binding upon the Bidder. The copy documents should be either duly signed by the bidder’s authorized personnel with organization’s stamp marking “Certified true copy” or stamped and certified by notary public.

### 13. Price Quotations

Bidders are requested to provide available multiple pricing models for commercial proposal. For e.g., assets based or EPS based (Event Per Second) or both (if available).

#### 1. Assets Based Price Quote

S. No.	Items	Rate	Unit	Amount
1	Implementation Charge, if Any -			XXX
2	Assets Based Cost			XXX
3	Other Applicable Charges if any			XXX
	Total Cost			XXXX
	Add: Applicable Taxes			XXXX
	<b>Total Cost (First Year Including Implementation)</b>			<b>XXXXX</b>
	Total Cost For 2 <sup>nd</sup> Year (Including Tax)			XXXX
	Total Cost For 3 <sup>rd</sup> Year (Including Tax)			XXXX

**Note:**

- Please add additional rows to the table if there are other charges/offers.
- Please quote with the price with inclusive of vendor’s local taxes and levies.
- Price can be quoted in NPR/INR/USD.

**Clarification: The Cost variance in case of Either Decrease/increase in number of assets subsequently.**

#### 2. EPS (Event Per Second) Based Price Quote

S. No.	Items	Rate	Unit	Amount
1	Implementation Charge, if Any -			XXX
2	No of Event			XXX
3	Other Applicable Charges if any			XXX
	Total Cost			XXXX
	Add: Applicable Taxes			XXXX
	<b>Total Cost (First Year Including Implementation)</b>			<b>XXXXX</b>
	Total Cost For 2 <sup>nd</sup> Year (Including Tax)			XXXX
	Total Cost For 3 <sup>rd</sup> Year (Including Tax)			XXXX

**Note:**

- Please add additional rows to the table if there are other charges/offers.

- Please quote with the price with inclusive of vendor’s local taxes and levies.
- Price can be quoted in NPR/INR/USD.

**Clarification: The Cost variance in case of Either Decrease/increase in number of events subsequently.**

Bidder Shall propose Hardware/Software to build the platform required to support the System. However, NePS at its sole discretion may utilize its existing resources or procure the hardware/software from bidder or any other third party.

## 14. Technical requirement

S No.	Technical Requirement	Response (YES/NO) with explanation
	<b>Security Operation Center (SOC)</b>	
1	The solution should be "on premise" that provides option for implementation over physical system and virtual environment solution.	
2	Vendor should monitor security event and log management to detect attacks, predict potential threats, and raise alerts for any suspicious events.	
3	Vendor must leverage the capability to detect and warn of incident before they happen or at least at earlier stage.	
4	SOC team support should be available 24x7x365	
5	Vendor should design, implement, and monitor the used cases based on what they deem it suitable for NEPAL ELECTRONIC PAYMENT SYSTEMS LTD (NePS) environment.	
6	Generate reports (weekly, monthly quarterly) & provide insights about incidents & event that will help NePS Team to improve overall compliance posture.	
7	Vendor must provide regular newsletters/threat intelligence reports related to cybersecurity from across the globe.	
8	Provide local support resources in Nepal (if any)	
	<b>Security Information and Event Management (SIEM)</b>	
9	Vendor should develop, update, and maintain log baseline for all platforms at NePS.	
10	The solution must operate in real-time, using machine learning, behavior-based security analytics and artificial intelligence.	
11	Solution must be able to detect threats based on contextual information, and alert to provide immediate remediation actions	
12	Must be able to create a behavior model for each user and entity by processing data from firewalls, routers, workstations, databases, file servers and other devices. Should have ability to flag any activity that deviates from the behavioral model and must be accessed for potential risk.	
13	Deploy the use cases relevant for NePS. Provide the customization capabilities in the SIEM solution with the ease of creating business use cases for the available scope of devices/applications.	

14	Vendor is responsible of defining how to enable each log and develop parsing rules for standard/nonstandard logs	
15	Solution should easily assess the status (offline/online) of integrated systems and applications	
16	Provide standard (e.g., PCI DSS) rule sets that are customizable and extensible.	
17	Solution should support High Availability across all components within the system e.g., log collection, log correlation, management console etc. ensuring no logs/events will be lost in case of network malfunction or failure	
18	The system shall be able to capture all details in raw log, events and alerts and normalize them into a standard format for easy comprehension.	
19	Must be able to filter 1000s of events into a single, actionable format	
20	Solution should utilize the vulnerability information of the managed systems to help prioritizing an incident	
21	Solution must be able to be updated regularly, to stay aware of the latest threat information and research available.	
22	Solution must have clear classification of events, event types, severity.	
23	Receive immediate incident notification and remediation guidance	
24	Incident Response processes including the role and responsibility and scope of action.	
25	Vendor should do root cause analysis for security incidents and recommend implementation of control to prevent reoccurrence.	
26	Vendor must perform timely support to perform investigation and forensic analysis on the log, review log.	
27	Vendor should be adopting a variety of correlation methodologies that may include:	
a	Rule based correlation	
b	Statistical Based	
c	Historical Based	
d	User behavior analysis	
e	Vulnerability based	
f	Threat Intelligence	
28	The correlation rules should be predefined and user configurable.	
29	The correlation rule should be enhanced periodically to reduce false positives and capture incidents more efficiently.	
30	Solution should have capability to generate incident ticket and complete lifecycle management of such tickets from incident generation till closure.	
31	Solution should have different level of user logging facility to monitor and manage incidents.	
32	Solution should be modular, scalable, and able to address the future need of NEPS within the deployed hardware	
33	Solution should have both agent and agentless event collector. Must clearly define assets that require agent installation.	
	<b>File Integrity Monitoring (FIM)</b>	
34	Track file, directory and registry access, movement shares in real time.	

35	FIM solution shall provide information such as change of events that cause the change, who did the change and when the change was done.	
36	System should generate alerts and send the same through message as per configuration parameter to SIEM tool.	
37	FIM solution should be able to specify severity level to individual files and directories.	
38	FIM solution should analyze change in real time to determine if they introduce risk based on conditions under which change was made, type of change made and user specified severity of a change.	
39	Integration with SIEM for generation of correlation reports of change event	
40	Must support nested folders/directories to track changes	
	<b>SIEM Dashboard</b>	
41	Vendor will be responsible to build dashboard that fits the NEPS environment.	
42	Solution should have live dashboard with capability to browse and drill down to actual data.	
43	Solution should have high performance of searches and queries.	
44	The solution should provide a dashboard/user interface for providing a good overview of the complete health of the SIEM system.	
45	Dashboard must contain following attributes	
a	Threat Intelligence	
b	Security Suite	
c	Network	
d	Alert	
e	Application Server	
f	System Events	
g	Guest Access	
h	Database Control	
i	Identity Management	
j	File Access Control	
	<b>REPORTS AND ALERTS</b>	
46	Must be able to obtain weekly, monthly, and quarterly security reports for simplified data analysis	
47	The solution should allow setting up of alerts based on event types, system event, attacks, failure count etc.	
48	The solution should support visual clarity of reports including ease of understanding report content.	
49	Vendor should generate management review report and present to NePS management in quarterly manner	
50	Vendor team should send alerts with details to designate personnel and systems upon detection of anomalies. Alert types at least should be SMS, emails, phone call, ticketing system.	

**Thank you!!**  
**Best of Luck**