Specific Procurement Notice

Request for Bids

Goods

(One-Envelope Bidding Process)

**Country:** **Republic of Serbia**

**Name of Project:** **Enabling Digital Governance Project**

Contract Title: Computer Emergency Response Team (CERT), OITEG Security Operations Center (SOC)

**Loan No.: 8947-YF**

**RFB Reference No.:** **SER-EDGE-RFB-G-22-31**

1. The Republic of Serbia has received financing from the World Bank toward the cost of the Enabling Digital Governance Project (EDGe), and intends to apply part of the proceeds toward payments under the contract for Computer Emergency Response Team (CERT), OITEG Security Operations Center (SOC). For this contract, the Borrower shall process the payments using the Direct Payment disbursement method, as defined in the World Bank’s Disbursement Guidelines for Investment Project Financing, except for those payments, which the contract provides to be made through letter of credit.

2. The Office for Information Technologies and Electronic Government (OITeG) now invites sealed Bids from eligible Bidders for Computer Emergency Response Team (CERT), OITEG Security Operations Center (SOC). The purpose of the project is:

* Enhancement of the ICT security
* Establishing of Security Operation Center (SOC) and Computer Emergency Response Team (CERT) processes for detection and response to cybersecurity incidents
* Proactive Monitoring (24x7) services of IT systems and applications

Delivery, installation and testing of the equipment are included in the scope of the work as well as support during warranty period.

List of all equipment: and services:

|  |  |  |  |
| --- | --- | --- | --- |
| **Item** | **Description** | **Quantity** | **Unit** |
| 1. | Security Information and Event Management (SIEM) | 1 | System |
| 2. | Security Orchestration, Automation and Response (SOAR) | 1 | System |
| 3. | Ticketing System | 1 | System |
| 4. | Threat Intelligence | 1 | System |
| 5. | Device configuration backup and recovery | 1 | System |
| 6. | Remote access and control management | 1 | System |
| 7. | Consulting services for SOC/CERT | 1 |  |

All the necessary licenses needed for functioning and advanced functionality included.

Qualification criteria:

1. The Bidder shall furnish documentary evidence that it meets the following financial requirement(s): The externally audited balance sheets for the period 2018-2020 will be submitted. Where necessary, the Purchaser will make inquiries with the Bidder’s bankers. The Bidder shall document via the externally audited balance sheet average annual turnover of minimum EURO 2,200,000.00 during the last three years (2018-2020).
2. The Bidder shall furnish documentary evidence to demonstrate that it meets the following experience requirement(s):

* During the past five (5) years before the date of publishing this RFB, the Bidder must have at least two contracts of successful implementation of system for analysis of security alerts each with a minimum value of EURO 500,000.00 for the offered manufacturer. To prove this, the Bidder must submit original statements, signed by the client, with requested information.

1. The Bidder must have valid ISO 9001, ISO 20000-1, ISO 27001certificates. In case of Joint Venture (JV), each member of JV must be ISO 20000-1and ISO 27001 certified. To prove this, the Bidder must provide copies of ISO certificates.
2. The Bidder must have at least five (5) certified experts for following technologies, that are subject of technical offer. All experts must submit certificates required as proof.

* Two (2) certified experts with a valid certificate for offered SIEM solution. Certificate must be at least of the professional level issued by manufacturer.
* One (1) certified expert with a valid certificate in network routing & switching solution. Certificate must be at least of the expert level issued by CISCO - Cisco Certified Internetwork Expert.
* One (1) certified expert with expertise in information security governance, program development and management, incident management and risk management. Certificate must be at least of the expert level issued by ISACA - Certified Information Security Manager.
* One (1) certified security expert in areas of access control systems and methodology, business continuity planning and disaster recovery planning, security operations. Certificate must be at least of the expert level issued by ISC2 - Certified Information Systems Security Professional.
* If the experts are not fluent in Serbian language, the Supplier is obligated to provide translator fluent in Serbian language.

1. The successful Bidder must have the following support capabilities, during warranty period, or must demonstrate in the bid documentation a credible plan for establishing such capabilities by the contract signing:

* Help-Desk telephone and/or Web page service with automatic problems application must be active 24 hours, every day.
* For Technical Support Services, on-site if necessary, the Bidder must provide service warranties in accordance with the times defined in the SLA (Service Level Agreement) table. List of spare parts is to be provided by Supplier. Recovery time for the locations outside Belgrade will be extended for the time spent in travelling (1h per each 50 km), for each delivery site;

SLA table:

|  |  |  |  |
| --- | --- | --- | --- |
| **Fault level** | **Response time** | **Recovery time** | **Resolution time** |
| **CRITICAL** | **30** minutes | **6** hours | **5** days |
| **SERIOUS** | **60** minutes | **12** hours | **10** days |
| **LOW** | **12** hours | **40** hours | **20** days |

1. Manufacturer’s Authorizations are required for offered SIEM solution, except for those technologies that the Bidder itself manufactures.
2. The successful Bidder, for all offered equipment and services, must provide warranty period at least 12 months from issuance of Operational Acceptance Signed.

3. Bidding will be conducted through international competitive procurement using a Request for Bids (RFB) as specified in the World Bank’s “Procurement Regulations for IPF Borrowers” (July 2016 Revised November 2017 and August 2018) (“Procurement Regulations”), and is open to all eligible Bidders as defined in the Procurement Regulations.

4. Interested eligible Bidders may obtain further information from the Central Fiduciary Unit of the Ministry of Finance and inspect the bidding documents from 09:00 to 15:00 hours at the address given below.

5. The bidding document in English only may be purchased by interested eligible Bidders upon the submission of a written application to the address below and upon payment of a nonrefundable fee of EURO 30.00 or equivalent in Serbian Dinars (RSD) based on the selling exchange rate published by the National Bank of Serbia on the date of payment.

Domestic Bidders shall make payment to the Government Treasury Account no.:

840-745128843-36- Other budget revenues of the Republic, with reference to the model approval number 97 41601, payment code 253 with obligatory Purpose of payment: SER-EDGE-RFB-G-22-31.

Foreign bidders shall make payment according to following payment instructions:

FIELD 32A: VALUE DATE-EUR-AMOUNT

FIELD 50K: ORDERING CUSTOMER

FIELD 56A: DEUTDEFFXXX

(INTERMEDIARY) DEUTSCHE BANK AG., F/M

TAUNUSANLAGE 12

GERMANY

FIELD 57A:

(ACC.WITH BANK) NBSRRSBGXXX

NARODNA BANKA SRBIJE(NATIONAL BANK OF SERBIA-NBS)

BEOGRAD, KRALJA PETRA 12

SERBIA

FIELD 59: /RS35840000000000273086

(BENEFICIARY) REPUBLIC OF SERBIA-BUDGET

KRALJA MILANA BR.14

BEOGRAD

SERBIA

FIELD 70: DETAILS OF PAYMENT Ref: SER-EDGE-RFB-G-22-31

Bank/transfer charges are on bidder’s account. Kindly mark in instruction for payment.

The document will be sent by e-mail.

6. Bids must be delivered by email to the electronic mail address below on or before **August 04, 2022, 12:00 Noon, local time***.* Bids must be password protected and have hash value. Late Bids will be rejected. Bids will be publicly opened in the presence of the Bidders’ designated representatives and anyone who chooses to attend on **August 04, 2022, 12:15 p.m. local time via Zoom meeting.**

7. All Bids must be accompanied by a Bid Securing Declaration**.**

8. The addresses referred to above are:

**Office for inquiry and issuance of the bidding document:**

Ministry of Finance

Attn: Ljiljana Krejović, CFU

3-5 Sremska St, 7 floor

Room 708

Tel: +381 11 7652652

11000 Belgrade

To: [ljiljana.krejovic@mfin.gov.rs](mailto:ljiljana.krejovic@mfin.gov.rs)

Cc: [ljiljana.dzuver@mfin.gov.rs](mailto:ljiljana.dzuver@mfin.gov.rs)

Cc: [edge@ite.gov.rs](mailto:edge@ite.gov.rs)