

(LOT #1) Procurement of Support, Subscription, and Warranty of Cisco ACI and F5-BIP-IP-WAF (Tender # NADRA-HQ-RFB-45/2026)

S#	Firms / Vendors	M/S Arwen Tech			M/S Tech6 Solutions		M/S Wateen	
	BOQ	(Pg-10) F5-SVC-BIG VE+PREL13,BIG-IP SERVICE: PREMIUM VIRTUAL EDITION LEVEL 1-3 (VERSION+ ONLY) (F5-BIG-AWF-VE-12-V18) (ZYFIQHUS) qty1, F5-SVC-BIG VE+PREL13,BIG-IP SERVICE: PREMIUM VIRTUAL EDITION LEVEL 1-3 (VERSION+ ONLY) (F5-ADD-BIG-APM-VE-04) (ZOYBGMUK) Qty1, F5-SBS-BIG-VE-TC33YR, BIG-IP SUBSCRIPTION: ADV WAF THREAT CAMPAIGNS LICENSE FOR VE 3YR (3G/HIGH PERFORMANCE VE) (ZMRHZISC) qty1, F5-SBS-BIGVE-IP43YR, BIG-IP SUBSCRIPTION: IP INTELLIGENCE LICENSE 3YR (HIGH PERF) (ZTYTCAAZ) qty1, F5-SVC-BIG VE+PREL13 F5-BIG-AWF-VE-12-V18,ZYFIQHUS,21-Jul-26 to 20-Jul-29, F5-SVC-BIG VE+PREL13, F5-ADD-BIG-APM-VE-04, ZOYBGMUK, 21-Jul-26, 20-Jul-29, F5-ADD-BIG-AWF-VE 04,BIG-IP Virtual Edition Advanced Web Application Firewall Add-on License High Performance (4 vCPUs) qty2, F5-SVC-BIG-VE+PREL13 Level 1-3 Premium Service for BIG-IP Virtual Edition (24x7) (VersionPlus only) - 3 years, qty 2.			(Pg-25)F5-SVC-BIG VE+PREL13, BIG-IP SERVICE: PREMIUM VIRTUAL EDITION LEVEL 1-3 (VERSION+ ONLY) (F5-BIG-AWF-VE-12-V18) (ZYFIQHUS) 1,F5-SVC-BIG VE+PREL13BIG-IP SERVICE: PREMIUM VIRTUAL EDITION LEVEL 1-3 (VERSION+ ONLY) (F5-ADD-BIG-APM-VE-04) (ZOYBGMUK) qty1, F5-SBS-BIG-VE-TC33YR, BIG-IP SUBSCRIPTION: ADV WAF THREAT CAMPAIGNS LICENSE FOR VE 3YR (3G/HIGH PERFORMANCE VE) (ZMRHZISC) qty1, F5-SBS-BIGVE-IP43YR, BIG-IP SUBSCRIPTION: IP INTELLIGENCE LICENSE 3YR (HIGH PERF) (ZTYTCAAZ) qty 1,F5-SVC-BIG VE+PREL13 F5-BIG-AWF-VE-12-V18 ZYFIQHUS 21-Jul-26 20-Jul-29,F5-ADD-BIG-APM-VE-04 ZOYBGMUK 21-Jul-26 20-Jul-29,F5-ADD-BIG-AWF-VE 04 BIG-IP Virtual Edition Advanced Web Application Firewall Add-on License High Performance (4 vCPUs) 2,F5-SVC-BIG VE+PREL13 Level 1-3 Premium Service for BIG-IP Virtual Edition (24x7) (VersionPlus only) - 3 years QTY 2		(Pg-74) F5-SVC-BIG-VE+PREL13 BIG-IP SERVICE: PREMIUM VIRTUAL EDITION LEVEL 1-3 (VERSION+ ONLY) (F5-BIG-AWF-VE-12-V18) (ZYFIQHUS) 1, F5-SVC-BIG-VE+PREL13 BIG-IP SERVICE: PREMIUM VIRTUAL EDITION LEVEL 1-3 (VERSION+ ONLY) (F5-ADD-BIG-APM-VE-04) (ZOYBGMUK) 1,F5-SBS-BIG-VE-TC33YR, BIG-IP SUBSCRIPTION: ADV WAF THREAT CAMPAIGNS LICENSE FOR VE 3YR (3G/HIGH PERFORMANCE VE) (ZMRHZISC) 1,F5-SBS-BIGVE-IP43YR, BIG-IP SUBSCRIPTION: IP INTELLIGENCE LICENSE 3YR (HIGH PERF) (ZTYTCAAZ) 1F5-SVC-BIG-VE+PREL13 F5-BIG-AWF-VE-12-V18 ZYFIQHUS 21-Jul-26 to 20-Jul-29,F5-ADD-BIG-APM-VE-04 ZOYBGMUK 21-Jul-26 to 20-Jul-29,F5-ADD-BIG-AWF-VE-04 BIG-IP Virtual Edition Advanced Web Application Firewall Add-on License High Performance (4 vCPUs) 2,F5-SVC-BIG-VE+PREL13 Level 1-3 Premium Service for BIG-IP Virtual Edition (24x7) (VersionPlus only) - 3 years qty 2.	
1	Bidder must have Quoted product Support Contract/SLA in Pakistan in years (2021-2026). Provide one P.O for Years (2021-2026).	Query response P.O of Zong is attached			(Pg-15) P.O of JAZZ is attached		(Pg-21) P.O of NADRA is attached	
2	Letter of compliance with the statement "Bidder fully agreed and complied all Sections/parts/Annexures of RFP"	Letter Provided (Pg-7)			Letter Provided (Pg-21)		Letter Provided (Pg-69)	
3	Bidder must be OEM Authorized Partner / OEM Authorized Reseller / OEM Authorized Distributer /OEM Authorized Dealer, Certificate from OEM is required. MAL from OEM required	Letter Provided (Pg-18)			Letter Provided (Pg-26)		Letter Provided (Pg-70)	
4	Completely filled compliance sheet given in this document	Query Response - Provided			Query Response - Provided		Query Response - Provided	
S#	Feature	Requirement	Compliance (Fully-Comply/Not-Comply)	Remarks	Compliance (Fully-Comply/Not-Comply)	Remarks	Compliance (Fully-Comply/Not-Comply)	Remarks
F5-BIG-IP-WAF								
1	Bidder must be OEM Authorized Partner / OEM Authorized Reseller / OEM Authorized Distributer /OEM Authorized Dealer, Certificate from OEM is required. Bidder must submit MAL of OEM.	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	Refer to the OEM Letters	Fully Comply	Refer to the OEM Letters
2	Bidder must have Quoted product Support Contract/SLA in Pakistan in years (2021-2026). Provide one P.O for Years (2021-2026).	Yes	Fully-Comply	As per Compliance sheet	Fully Comply		Fully Comply	
3	Bidder shall submit Letter of compliance with the statement "Bidder fully agreed and complied all sections/parts/Annexures of RFP"	Yes	Fully-Comply	As per Compliance sheet	Fully Comply		Fully Comply	
4	Complete system Support 24 x 7 x 365 for all components mentioned in BOQ section of this document direct from OEM. Remote support direct from principal.	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	F5 Premium Support is included	Fully Comply	
5	NBD Warranty direct from OEM for all hardware components mentioned in BOQ section of this document.	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	No hardware components in this BoQ.	Fully Comply	No hardware components in this BoQ
6	Direct support from Principal via Telephone, TAC and Email	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	F5 Premium Support is included	Fully Comply	F5 Premium Support is included
7	Fixing of Bugs of all Equipment	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	F5 Premium support is included	Fully Comply	F5 Premium support is included but Professional Services are required for extensive support
8	Remote support for installation of Hardware, Software and licenses in case of crash of any system component	Yes	Fully-Comply	As per Compliance sheet	Fully Comply		Fully Comply	OEM Professional Services will be used incase required. Wateen support is available

9	Remote Support for each and every Major/Minor Issue faced during operations	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	F5 Premium Support is included. OEM Professional Services have been quoted separately for extensive issue.	Fully Comply	F5 Premium Support is included.
10	24x7x365 Direct TAC Access	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	F5 Premium support available 24/7	Fully Comply	F5 Premium support available 24/7
11	Registered to Support Website, Online Access to Web Portal for TAC Issues	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	F5 Premium Support is included	Fully Comply	F5 Premium Support is included
12	Access to Technical Documentation and Bulletins	Yes	Fully-Comply	As per Compliance sheet	Fully Comply		Fully Comply	F5 Portal access is already available with NADRA
13	Access to Major and Minor Releases	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	Updates are subject to released by the OEM	Fully Comply	Updates are subject to released by the OEM
14	Remote Upgrade Support	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	F5 Premium support is included but Professional Services are required for extensive support	Fully Comply	F5 Premium support is included but Professional Services are required for extensive support
15	Software Upgrades and Provision of all software release of all Components mentioned in BOQ Section of this document.	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	Upgrades are subject to release by the OEM	Fully Comply	Upgrades are subject to release by the OEM
16	Remote HW Diagnosis & Support	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	Covered by F5 TAC Support	Fully Comply	Covered by F5 TAC Support
17	Bidder must comply with all BOQ items mentioned in this RFP	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	As per the RFP, the quotes have been shared for the renewal of the existing licenses and the add-on licenses mentioned under Section 2 of Lot 1. Customer clarified that LTM is not required in the new requirement as it is not mentioned explicitly in the RFP.	Fully Comply	As per the RFP, the quotes have been shared for the renewal of the existing licenses and the add-on licenses mentioned under Section 2 of Lot 1. Customer clarified that LTM is not required in the new requirement as it is not mentioned explicitly in the RFP
18	All the above points must comply for principal direct 24x7x365 support and warranty for all BOQ mentioned in BOQ section of this document.	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	F5 Premium support available 24/7	Fully Comply	F5 Premium support available 24/7
19	Bidder will be responsible for all warranty expenses included but not limited to equipment pick from NADRA store, dispatch of replacement and faulty equipment, custom clearance, taxes, duties, logistics etc. and return the replacement back to NADRA	Yes	Fully-Comply	As per Compliance sheet	Fully Comply	Not Applicable since no H/W is involved in this BOQ	Fully Comply	Not Applicable since no H/W is involved in this BOQ
20	Successful Bidder must sign NDA and SLA with NADRA	Yes	Fully-Comply	As per Compliance sheet	Fully Comply		Fully Comply	
21	Local onsite partner support	Yes	Fully-Comply	As per Compliance sheet	Fully Comply		Fully Comply	
22	Bidder will be responsible to update subscription, support, warranty and license detail on OEM portal against NADRA portal account.	Yes	Fully-Comply	As per Compliance sheet	Fully Comply		Fully Comply	
Recommendation (Tender # NADRA-HQ-RFB-45/2026)		M/S Arwen Tech: Recommended			M/S Tech6 Solutions: Recommended		M/S Wateen: Recommended	

Recommendations have been made as per technical criteria only, However Procurement Dept kindly verify remaining all clauses for selection of bidder as per NADRA Procurement rules for all bidders.

President: _____

Name: Mr. Rehman Gul

Director (C&IT Svcs)

Member 1: _____

Name: Mr. Junaid Zafar

Dy Director (Core C&IT SVCS)

Member 2: _____

Name: Mr. Manzoor Khattak

T&D: DD

Member 3: _____

Name: Mr. Naveed Ahmed

NDWH: DD

(LOT# 2)Tender No. NADRA-HQ-RFB-45/2026 : Procurement of Support, Subscriptions and Warranty of Cisco ACI and F5-BIG-IP-WAF

Item #	Description	QTY	M/S CNS	M/S Wateen	M/S Tech6	M/S COMMTEL
APIC						
1	API-CLUSTER-M4 (3x Nodes in Cluster) 24x7x365 Support, Warranty, contract, RMA renewal for next 3 years from date of expiry	3 Nodes in Cluster	APIC-CLUSTER-M4 Qty=1 Further Clarification email From: Sikandar Keyani <sikandar.keyani@cns-e.com>Sent: Monday, April 27, 2026 1:34 PM	APIC-CLUSTER-M4 Qty=1 21-Jul-2026 20-Jul-2029 Further Clarification email From: Tayyab Sajjad/Enterprise Business (North)/Islamabad <Tayyab.Sajjad@wateen.com> Sent: Monday, April 27, 2026 4:27 PM	APIC-CLUSTER-M4 Qty=1 Further clarification through email From: sidra.iqbal@tech6solutions.comSent: Friday, April 24, 2026 3:44 PM Start Date: 21-Jul-2026 – End Date: 20 Jul-2029	APIC-CLUSTER-M4 Qty=1 Further Clarification email From: noorulan.khan@commtel.ae <noorulan.khan@commtel.ae> Sent: 24 April 2026 14:53 Start Date: 21-Jul-2026 – End Date: 20 Jul-2029
SPINE						
2	N9K-C93600CD-GX 24x7x365 Support, Warranty, contract, RMA renewal for next 3 years from date of expiry	2	N9K-C93600CD-GX Qty=2 Further Clarification email From: Sikandar Keyani <sikandar.keyani@cns-e.com> Sent: Monday, April 27, 2026 1:34 PM	N9K-C93600CD-GX Qty=2 12-Jun-2026 11-Jun-2029	N9K-C93600CD-GX Qty=2 Start Date 12-Jun-2026 – End Date11-Jun-2029	N9K-C93600CD-GX Qty=2 Start Date 12-Jun-2026 – End Date11-Jun-2029
LEAF						
3	N9K-C93180YC-FX3 24X7x365 Support, Warranty, contract, RMA renewal for next 3 years from date of expiry	3	N9K-C93180YC-FX3 Qty=3 Further Clarification email From: Sikandar Keyani <sikandar.keyani@cns-e.com> Sent: Monday, April 27, 2026 1:34 PM	N9K-C93180YC-FX3 Qty=3 21-Jun-2026 20-Jun-2029	N9K-C93180YC-FX3 Qty=3 Start Date: 21-Jun-2026 Date time: 20-Jun-2029	N9K-C93180YC-FX3 Qty=3 Start Date: 21-Jun-2026 Date time: 20-Jun-2029
DCN Advantage						
4	DCN Advantage Term N9300 XF Renewal of 1 year from date of expiry	3	C1A1TN9300XF-1Y QTY=3	Cisco ONE Advantage Term N9300 XF, 1Y Qty=3	C1A1TN9300XF-1Y Qty=3 Start Date: 6-21-28 End Date: 6-20-29	C1A1TN9300XF-3Y Qty=3 Further Clarification email From: noorulan.khan@commtel.ae <noorulan.khan@commtel.ae> Sent: Monday, May 4, 2026 3:46 PM
5	Data Center Networking Advantage Term N9300 XF2 Renewal of 1 year from date of expiry	2	C1A1TN9300XF2-1Y QTY=2	DCN Advantage Term N9300 XF2, 1Y Qty=2	C1A1TN9300XF2-1Y Qty=2 Start Date: 6-21-28 End Date: 6-20-29	C1A1TN9300XF2-3Y Qty=3 Further Clarification email From: noorulan.khan@commtel.ae <noorulan.khan@commtel.ae> Sent: Monday, May 4, 2026 3:46 PM

Note: Bidder can use Contract#206712520 and Order#99021574 as reference and make sure that every component of above equipment including but not limited to main components, its sub-components (Transceivers, Power Cords, Licenses, Fans, Memory etc) must be part of the proposal.

COMPLIANCE SHEET

Compliance Sheet (All Requirements from Sr.# 1 to 21 are mandatory, Any single non-compliance, blank space or partial comply will disqualify bidder). Bidder must submit compliance sheet as per below format and mention document reference in front of each required feature. (Bidder must submit separate compliance sheet for all quoted LOT(s))

S#	Requirement	Response	Comply or Not Comply	Remarks	Comply or Not Comply	Remarks	Comply or Not Comply	Remarks	Comply or Not Comply	Remarks
1	Bidder must be OEM Authorized Partner / OEM Authorized Reseller / OEM Authorized Distributor /OEM Authorized Dealer, Certificate from OEM is required. Bidder must submit MAL of OEM.	Yes	Yes	MAF Letter received over email From: Sikandar Keyani <sikandar.keyani@cns-e.com> Sent: Monday, April 27, 2026 1:34 PM	Yes	Refer to the OEM Letters in Proposal Pg no. 59	Yes	Refer to the OEM Letters in Proposal Pg no. 26	Yes	Refer to the OEM Letters in Proposal Pg no. 35

2	Bidder must have Quoted product Support Contract/SLA in Pakistan in years (2021-2026). Provide one P.O for Years (2021-2026).	Yes	Yes	PO Attached in Proposal Pg no. 35	Yes	PO attached in Proposal Pg no. 20-52	Yes	Provided via Further clarification through email From: sidra.iqbal@tech6solutions.comSent: Friday, April 24, 2026 3:44 PM	Yes	Further Clarification Provided via E-mail From: noorulan.khan@commtel.ae <noorulan.khan@commtel.ae> Sent: Monday, April 27, 2026 3:23 PM
3	Bidder shall submit Letter of compliance with the statement "Bidder fully agreed and complied all sections/parts/Annexures of RFP"	Yes	Yes	Letter of Compliance received over email From: Sikandar Keyani <sikandar.keyani@cns-e.com> Sent: Monday, April 27, 2026 1:34 PM	Yes	Letter of Compliance attached in Proposal Pg. No 53	Yes	Letter of Compliance attached in Proposal Pg. No 22	Yes	Letter of Compliance attached in Proposal Pg. No 34
4	Complete system Support 24 x 7 x 365 for all components mentioned in BOQ section of this document direct from OEM. Remote support direct from principal.	Yes	Yes	Further Clarification taken over E-mail:From: Sikandar Keyani <sikandar.keyani@cns-e.com> Sent: Monday, April 27, 2026 1:34 PM	Yes	OEM Support Document Attached in Proposal Pg. No 102 Official Cisco-Support Document Service : 24x7x365 Support directly from Cisco TAC Warranty/RMA: 8X5XNBD	Yes	As per compliance sheet	Yes	As per compliance sheet
5	NBD Warranty direct from OEM for all hardware components mentioned in BOQ section of this document.	Yes	Yes	As per compliance sheet	Yes	OEM Support Document Attached in Proposal Pg. No 102 Official Cisco-Support Document Service : 24x7x365 Support directly from Cisco TAC Warranty/RMA: 8X5XNBD	Yes	As per compliance sheet	Yes	As per compliance sheet
6	Direct support from Principal via Telephone, TAC and Email	Yes	Yes	As per compliance sheet	Yes	Official Cisco-Support Document	Yes	As per compliance sheet	Yes	As per compliance sheet
7	Fixing of Bugs of all Equipment	Yes	Yes	As per compliance sheet	Yes	Official Cisco-Support Document	Yes	As per compliance sheet	Yes	As per compliance sheet
8	Remote support for installation of Hardware, Software and licenses in case of crash of any system component	Yes	Yes	As per compliance sheet	Yes	Official Cisco-Support Document	Yes	As per compliance sheet	Yes	As per compliance sheet
9	Remote Support for each and every Major/Minor Issue faced during operations	Yes	Yes	As per compliance sheet	Yes	Official Cisco-Support Document	Yes	As per compliance sheet	Yes	As per compliance sheet
10	24x7x365 Direct TAC Access	Yes	Yes	As per compliance sheet	Yes	Cisco-Support Service : 24x7x365 Support directly from Cisco TAC Warranty/RMA: 8X5XNBD	Yes	As per compliance sheet	Yes	As per compliance sheet
11	Registered to Support Website, Online Access to Web Portal for TAC Issues	Yes	Yes	As per compliance sheet	Yes	Cisco-Support	Yes	As per compliance sheet	Yes	As per compliance sheet
12	Access to Technical Documentation and Bulletins	Yes	Yes	As per compliance sheet	Yes	Cisco-Support	Yes	As per compliance sheet	Yes	As per compliance sheet
13	Access to Major and Minor Releases	Yes	Yes	As per compliance sheet	Yes	Cisco-Support	Yes	As per compliance sheet	Yes	As per compliance sheet
14	Remote Upgrade Support	Yes	Yes	As per compliance sheet	Yes	Cisco-Support	Yes	As per compliance sheet	Yes	As per compliance sheet
15	Software Upgrades and Provision of all software release of all Components mentioned in BOQ Section of this document.	Yes	Yes	As per compliance sheet	Yes	Cisco-Support	Yes	As per compliance sheet	Yes	As per compliance sheet
16	Remote HW Diagnosis & Support	Yes	Yes	As per compliance sheet	Yes	Cisco-Support	Yes	As per compliance sheet	Yes	As per compliance sheet

Release
Eds

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17	Bidder must comply with all BOQ items mentioned in this RFP	Yes	Yes	As per compliance sheet	Yes	BoQ	Yes	As per compliance sheet	Yes	As per compliance sheet
18	All the above points must comply for principal direct 24x7x365 support and warranty for all BOQ mentioned in BOQ section of this document.	Yes	Yes	As per compliance sheet	Yes	BoQ Service : 24x7x365 Support directly from Cisco TAC Warranty/RMA: 8X5XNBD	Yes	As per compliance sheet	Yes	As per compliance sheet
19	Bidder will be responsible for all warranty expenses included but not limited to equipment pick from NADRA store, dispatch of replacement and faulty equipment, custom clearance, taxes, duties, logistics etc. and return the replacement back to NADRA	Yes	Yes	As per compliance sheet	Yes	Cisco-Support	Yes	As per compliance sheet	Yes	As per compliance sheet
20	Successful Bidder must sign NDA and SLA with NADRA	Yes	Yes	As per compliance sheet	Yes	As per compliance sheet	Yes	As per compliance sheet	Yes	As per compliance sheet
21	Local onsite partner support	Yes	Yes	As per compliance sheet	Yes	As per compliance sheet	Yes	As per compliance sheet	Yes	As per compliance sheet
22	Bidder will be responsible to update subscription, support, warranty and license detail on OEM portal against NADRA portal account.	Yes	Yes	As per compliance sheet	Yes	As per compliance sheet	Yes	As per compliance sheet	Yes	As per compliance sheet
Recommended/Not Recommended:		M/S CNS: Technically Recommended, However as per letter from Procurement NADRA/Proc/45/2026 dated 22 May 2026, M/S CNS is Not-Recommended due to absence of Letter of Bid.			M/S Wateen: Recommended		M/S tech6: Recommended		M/S Commtel: Recommended	

Recommendations have been made as per technical criteria only, However Procurement Dept kindly verify remaining all clauses for selection of bidder as per NADRA Procurement rules for

President:

Name: Mr. Rehman Gul

Director (C&IT Svcs)

Member 1:

Name: Mr. Junaid Zafar

Dy Director (Core C&IT SVCS)

Member 2:

Name: Mr. Manzoor Khawaja

Deputy Director (T&D)

Member 3:

Name: Mr. Naveed Ahmed

Deputy Director (NDWH)