



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan
 Telephone (021) 9203866-85 Fax (021) 9203796

PAGE

1	OF	8
RFQ No	ITA4869SI	
DATE	30.04.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
 SAP No.6100016582

Company PSO Dummy Vendor PAKISTAN	QUOTATION REQUIRED		
	ON (Date)	19.05.2026	BY (Time)

Please quote your best price for all items of following specifications. Please read the instructions attached herewith **EARNEST MONEY %** Rs. _____ PO/DD NO. _____

Title: Managed SOC services for PSO IT Infrastructure

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
1	<u>Managed SOC Services</u>	<u>PSO House</u>				
1.01	<p><u>Annual SOC Services</u></p> <p>PSO is seeking Hybrid SOC services with the specifications mentioned in detail below:</p> <p>1.,,Scope of Service</p> <p>Vendor should provide, at minimum;</p> <p>a. 24 x 7 monitoring # SIEM management, continuous logs/events monitoring, alerts triage and escalation.</p> <p>b. Threat detection and validation, with incident classification and severity rating</p> <p>c. Containment guidance and coordination along with the SLA-driven response timelines.</p> <p>d. Vendor shall be responsible to integrate the global threat feeds.</p> <p>e. Provide a contextual enriched alert with proactive threat hunting services.</p> <p>f. Use case development and fine-tuning to reduce the false positives.</p> <p>g. Vendor shall be providing a comprehensive framework to implement the relevant ruleset based on international frameworks i.e. MITRE ATT <(>&<)>CK framework etc.</p> <p>h. Critical log sources on-boarding, log normalization and correlation</p> <p>i. Weekly/monthly SOC reports</p> <p>j. KPI dashboards (MTTD, MTTR, and SLA compliance)</p> <p>k. Executive summary reports and quarterly service review meeting.</p> <p>l. Operational hours for SOC:</p> <p>a. 1 x L2 service (on site) -09.00 AM # 05:00 PM from Monday to Saturday including public holidays</p> <p>b. 2 x L1 services (on-site) for morning shift</p> <p>c. Managed SOC services with L1, L2 and L3 analysts (remote) for evening and night shift including holidays.</p> <p>d. SIEM engineer (remote) as required or occasional visits if required.</p> <p>m. Vendor should have two SOC facilities within Pakistan, a primary and a secondary site.</p> <p>2.,,GAP Assessment</p> <p>Vendor must perform a GAP assessment based on:</p>		<u>MON</u>	12		



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan
Telephone (021) 9203866-85 Fax (021) 9203796

PAGE

2	OF	8
RFQ No	ITA4869SI	
DATE	30.04.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
SAP No.6100016582

Company PSO Dummy Vendor PAKISTAN	QUOTATION REQUIRED			
	ON (Date)	19.05.2026	BY (Time)	

Please quote your best price for all items of following specifications. Please read the instructions attached herewith **EARNEST MONEY %** Rs. _____ PO/DD NO. _____

Title: Managed SOC services for PSO IT Infrastructure

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
	<ul style="list-style-type: none"> · A maturity assessment is to be conducted to assess the current state, along with the roadmap to achieve the at least L3. · Provide a comprehensive SOC SOP. · Propose a SOC governance program · Develop a roadmap and alignment with the business objectives · SIEM platform utilized · SOAR capability and automation level · Evaluate the current SIEM architecture from all technical and analytical aspects such as state of the network, EPS, log sources and integration, logging levels, licenses, software and virtualized hardware state, log retention, backup, configuration, user management, tenant (domain) management, dashboard, reports, use-cases, rules offenses naming, events parsing, etc. · Optimize SIEM to generate only critical, High, and medium events whose incident management lifecycle needs to be performed. Gradually with time, these events collection will be revised to add more event sources as per best practices and operational efficiency of the overall SOC. · Optimize SIEM, perform logs analysis to identify the required logs, reduce noise and further fine-tune the unnecessary alerts and offenses. · Perform threat modeling and develop rules and use-cases based on frameworks i.e. MITRE ATT<(>&<)>CK and others. Develop an overall use-case categorization to structure the SIEM content pack based on threat models and a well-known standardized framework. The threat categories should be well defined both descriptively and technically (in terms of log sources, events categories, and special circumstances). This is to distinguish those closely defined use cases (e.g. failed login categorized as insider threat or authentication anomaly) and to provide more accurate responses and reporting. · The service provider shall include a review of existing User and Entity Behavior Analytics (UEBA) capabilities. Any identified gaps against the target SOC maturity level shall be documented along with recommended remediation actions. · Vendor should be able to provide knowledge regarding the rule sets/dashboards/reports and correlating the events as and when required. · Vendor should provide recommendations to enhance the visibility of 					



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan
Telephone (021) 9203866-85 Fax (021) 9203796

PAGE

3	OF	8
RFQ No	ITA4869SI	
DATE	30.04.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
SAP No.6100016582

Company PSO Dummy Vendor PAKISTAN	QUOTATION REQUIRED		
	ON (Date)	19.05.2026	BY (Time)

Please quote your best price for all items of following specifications. Please read the instructions attached herewith **EARNEST MONEY %** Rs. _____ PO/DD NO. _____

Title: Managed SOC services for PSO IT Infrastructure

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
	<p>SIEM as and when required.</p> <ul style="list-style-type: none"> Optimize SIEM to generate only critical, High, and medium events whose incident management lifecycle needs to be performed. Gradually with time, these events collection will be revised to add more event sources as per best practices and operational efficiency of the overall SOC. Optimize SIEM, perform logs analysis to identify the required logs, reduce noise and further fine-tune the unnecessary alerts and offenses. The service provider is expected to deliver and implement use cases in PSO SOC SIEM and customize those use cases according to the available log sources and events available. Any missing log sources should#ve been clearly documented and corrected in SIEM Gap Analysis and SIEM Optimization deliveries along with a recommendation for log source configuration (e.g. enable Process Audit Tracking). Methodologies for implementing and migrating use cases in relevant SIEM implementations. Evaluate the SOC implemented technology to identify the gap and prepare a roadmap to mitigate. Evaluate the SOC processes and provide a timeline to mitigate the gaps and improve the maturity of SOC. <p>PSO require SOC services as per below mentioned service scope.</p> <ol style="list-style-type: none"> Provision of 24x7 Managed SOC services (hybrid) on site and remote for a period of one year. Vendor should have a SOC established within Pakistan at least two locations i.e. a primary and a secondary location. Vendor should have clientele in large scale banks and organizations. Vendor should have a remote SOC team for managing the security monitoring service. The team specifications are mentioned Annexure A The scope includes both internal & external cyber-attacks/threats. Vendor should be able to monitor, analyze, and respond to alerts in real-time and report potential incidents. Vendor should be able to provide threat advisories based on the latest threats. Vendor should follow and agreed to address the raised tickets based on SLA provided by PSO. Vendor shall be providing a comprehensive framework to implement the 					



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan
Telephone (021) 9203866-85 Fax (021) 9203796

PAGE

4	OF	8
RFQ No	ITA4869SI	
DATE	30.04.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
SAP No.6100016582

Company PSO Dummy Vendor PAKISTAN	QUOTATION REQUIRED			
	ON (Date)	19.05.2026	BY (Time)	

Please quote your best price for all items of following specifications. Please read the instructions attached herewith **EARNEST MONEY %** Rs. _____ PO/DD NO. _____

Title: Managed SOC services for PSO IT Infrastructure

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
	<p>relevant ruleset based on international frameworks i.e. MITRE ATT <(>&<)>CK framework etc.</p> <p>10.,,Weekly and monthly report to be provided to enhance the visibility of the SOC.</p> <p>11.,,A comprehensive SOC KPIs metrics to be designed and implemented.</p> <p>12.,,Vendor shall design and implement the playbooks as required.</p> <p>13.,,A maturity assessment is to be conducted to assess the current state, along with the roadmap to achieve the at least L3.</p> <p>14.,,Vendor should be able to provide responses over queries/observations/any recommendations sought by PSO in the agreed time mentioned in SLA.</p> <p>15.,,SOC Response time against any threat based on following severity levels:</p> <p>a. CRITICAL: It is very likely that the site/application is being compromised with potential disastrous business impacts. MEAN TIME TO RESPOND (MTTR: 1-2 Hours)</p> <p>b. HIGH: There is a risk that the site is being the target of a sophisticated attack or certain abnormal events have been identified. (MTTR: 2-4 Hours)</p> <p>c. MEDIUM: There is no eminent danger but there have been certain known-unsophisticated attacks or policy violations detected. (MTTR: 4-6 Hours)</p> <p>d. LOW /VERY LOW: There is no eminent danger but there have been attack probes on the network perimeter or minor internal policy violations detected. This does not imply any risk for the site#s security as the detected alert may be a false-positive. (MTTR: 4-6 Hours)</p> <p>16.,,Vendor should be able to provide knowledge regarding the rule sets/dashboards/reports and correlating the events as and when required by PSO.</p> <p>17.,,Vendor should provide recommendations to enhance the visibility of SIEM as and when required by PSO.</p> <p>18.,,Monitoring and analyzing events generated to ensure all security events are timely highlighted based on their risk/threat levels and timely addressed/actioned to mitigate the impact/risk.</p> <p>19.,,Determine the events to be monitored, the #use cases,# and the type</p>					



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan
 Telephone (021) 9203866-85 Fax (021) 9203796

PAGE

5	OF	8
RFQ No	ITA4869SI	
DATE	30.04.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
 SAP No.6100016582

Company PSO Dummy Vendor PAKISTAN	QUOTATION REQUIRED		
	ON (Date)	19.05.2026	BY (Time)

Please quote your best price for all items of following specifications. Please read the instructions attached herewith **EARNEST MONEY %** Rs. _____ PO/DD NO. _____

Title: Managed SOC services for PSO IT Infrastructure

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
	<p>of data that is received by the SOC, thus reducing false positives or false negatives.</p> <p>20.,,Develop standard operating procedures (SOPs) for day-to-day SOC operations, consisting of the overall incident management lifecycle.</p> <p>21.,,Identify and clearly document key procedures and processes required to support the SOC, most importantly the Incident Management Lifecycle.</p> <p>22.,,Educate the SOC staff to develop an operational security approach for the SOC lifecycle specific to the PSO environment.</p> <p>23.,,Vendor will submit a detail performance report on monthly basis related SOC service</p> <p>24.,,Operational hours for SOC:</p> <p>a. 1 x L2 service (on site) -09.00 AM # 05:00 PM from Monday to Saturday including public holidays</p> <p>b. Managed SOC services with L1 analysts (remote) for evening and night shift including holidays. 5 x L1 service (remote) 24*7 including public holidays.</p> <p>L2 - Security Analyst Services</p> <p>1.,,Performs deep-dive incident analysis by correlating data from various source.</p> <p>2.,,Ensures technical investigators are assigned and fully supported throughout the Incident Management Lifecycle (identification/analysis/containment/eradication/closure/post review), and that they have performed an adequate analysis of the incident.</p> <p>3.,,Validate the Incidents reported by Tier 1 SOC operators.</p> <p>4.,,Identifies incidents if missed by Tier 1.</p> <p>5.,,Provides support for new analytic methods for detecting threats.</p> <p>6.,,Maintains the updated and latest log baselines and provide necessary recommendations for improvements.</p> <p>7.,,Develop the playbooks based upon the incidents.</p> <p>8.,,Leverage cyber-attacks, indicators, and correlations to identify potential threat.</p> <p>9.,,Performing malware analysis and identification of Indicators of Compromise (IOCs) to evaluate incident scope and associated impact in support of identification of security incidents.</p> <p>10.,,Identifying gaps and leads in implementation of new methods and</p>					



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan
Telephone (021) 9203866-85 Fax (021) 9203796

PAGE

6	OF	8
RFQ No	ITA4869SI	
DATE	30.04.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
SAP No.6100016582

Company PSO Dummy Vendor PAKISTAN	QUOTATION REQUIRED		
	ON (Date)	19.05.2026	BY (Time)

Please quote your best price for all items of following specifications. Please read the instructions attached herewith **EARNEST MONEY %** Rs. _____ PO/DD NO. _____

Title: Managed SOC services for PSO IT Infrastructure

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
	<p>technologies to sufficiently detect emerging cyber threats.</p> <p>11.,,Providing recommendations to enhance and advance the defensive capabilities based upon the researches and cyber threat feeds.</p> <p>12.,,Based upon the emerging threats to cyber world, providing assistance to PSO for IOCs and to build use cases accordingly.</p> <p>L1 - Security Analyst Services</p> <p>1.,,Detecting Incidents by monitoring the SIEM interface, Rules, Reports and Dashboards</p> <p>2.,,Monitoring the SIEM console resources to identify any anomalies.</p> <p>3.,,Prioritize incidents based upon impact.</p> <p>4.,,Performs post-resolution review to ensure that all work services are functioning properly and all incident documentation is complete.</p> <p>5.,,Ensures that a technical summary of the incident is prepared which includes the incident root cause(s), exploitation vector, action plan describing containment/eradication/recovery and recommendations.</p> <p>6.,,Reporting the incident according to the established process.</p> <p>7.,,Escalate the incident whenever the SLA's are not met.</p> <p>SIEM Admin Services</p> <p>1.,,Provides technical support in respect of the Software and its components.</p> <p>2.,,Provide software maintenance services along with local support services including patch updates/upgrades.</p> <p>3.,,Provide assistance in configuration in order to integrate various log sources as per customer#s requirements.</p> <p>4.,,The vendor should have at least experience of Multiple SIEM deployed.</p> <p>5.,,Resolve issues with SIEM operations, including coordination with Principal for recommendation and suggestions to handle the concerned issues outside vendor#s experience.</p> <p>6.,,Address the issues related to Backup and Restoration.</p> <p>7.,,Manage High Priority Alerts and Offenses related to SIEM health.</p> <p>8.,,Provide at least 1 Health check per month of SEIM Solution.</p> <p>9.,,Provide SOPs against integration with log sources.</p> <p>10.,,Provide support in integration with the automation platform.</p>					



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan
 Telephone (021) 9203866-85 Fax (021) 9203796

PAGE

7	OF	8
RFQ No	ITA4869SI	
DATE	30.04.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
 SAP No.6100016582

Company PSO Dummy Vendor PAKISTAN	QUOTATION REQUIRED		
	ON (Date)	19.05.2026	BY (Time)

Please quote your best price for all items of following specifications. Please read the instructions attached herewith **EARNEST MONEY %** Rs. _____ PO/DD NO. _____

Title: Managed SOC services for PSO IT Infrastructure

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
2 2.01	<p><u>L3 Support</u> <u>Consultancy</u> L3 support in case of any incident -as per need basis Perform in-depth investigation of compromised systems to determine attack vector, scope, and impact. Collect, preserve, and analyze digital evidence in accordance with forensic standards. Conduct root cause analysis and reconstruct attack timelines. Provide actionable remediation recommendations and assist in system recovery. Prepare detailed forensic reports for internal teams, management, or legal purposes. Terms and Conditions The Vendor shall: 1.,,Ensure uninterrupted, efficient and smooth 24*7 SOC operation 2.,,Provide a complete assessment of Customer#s IT/OT and appl 3.,,Provide high quality services to the company as per mentioned service scope. 4.,,be required to keep back-up staff of same capacity to provide the same services in case of absence or to cope any urgency. 5.,,be responsible to keep the given material in safe custody and in working condition during entire contract period. 6.,,be fully responsible for any accident fatal or otherwise caused which may occur while discharging his obligations under this contract by him or his workers. In all such cases, compensation payable to the claimant shall be on contractor's account and the contractor shall keep PSO absolutely indemnified and free from such responsibility and harm. 7.,,be responsible in case of any accident/damage to the equipment if occurred while performing this contract. 8.,,Make sure to the continuity of uninterrupted operations during the weekly and gazette holidays and the quality of services during these days should remain seamless. 9.,,This Contract shall remain in force for a period of one 1 year unless terminated earlier by the Company as per term of this Contract.</p>	PSO House	JOB	2		



Pakistan State Oil Company Limited

PSO House, Khayaban-e-Iqbal, Clifton, Karachi-75600, Pakistan
Telephone (021) 9203866-85 Fax (021) 9203796

PAGE

8	OF	8
RFQ No	ITA4869SI	
DATE	30.04.2026	

REQUEST FOR QUOTATION

(THIS IS PRICE ENQUIRY-NOT AN ORDER)
SAP No.6100016582

Company PSO Dummy Vendor
PAKISTAN

QUOTATION REQUIRED

ON (Date)	19.05.2026	BY (Time)	
--------------	------------	--------------	--

Please quote your best price for all items of following specifications. Please read the instructions attached herewith Rs. _____ EARNEST MONEY %
PO/DD NO. _____

Title: Managed SOC services for PSO IT Infrastructure

S.No.	Description/Specifications	Location	Unit	Qty	Unit Price Rs.	Amount Rs.
	The contract shall be renewed for one more year based on mutual consent of both the parties. 10.,,Payment will be released at the end of each month.					