



STATE LIFE INSURANCE CORPORATION OF PAKISTAN

TENDER DOCUMENT

For

Hosting of State Life Website, Email and Security Services
May-2025

CENTRAL PROCUREMENT DIVISION
10TH FLOOR, STATE LIFE BUILDING NO: 11
ABDULLAH HAROON ROAD, KARACHI

Tender # IT/PO/20/2025

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1. INTRODUCTION

State Life Insurance Corporation of Pakistan operates its official website under the domain name www.statelife.com.pk. Since its inception, the website has been hosted by various firms. State Life intends to acquire the services of a firm capable of efficiently providing website hosting and email services initially for a period of one (01) year, extendable for an additional period of up to two (02) years, with mutual consent of both parties and on the same terms, conditions, and price as the initial contract.

2. SCOPE OF WORK

State Life Insurance Corporation of Pakistan requires website hosting services for its official website, www.statelife.com.pk. Additionally, an email hosting solution on a cloud or dedicated server is required as per the technical specifications mentioned in the document.

As State Life's website contains customer data from across Pakistan, it must be secured against external threats and attacks. Therefore, website security is an essential component of this tender.

3. TECHNICAL SPECIFICATIONS

3.1 Server Hosting

The primary web application server must be hosted at a secure Tier-3 data center within Pakistan, with 24/7/365 hands-on and console access available.

3.1.1 Windows Server – (For subdomain “sre.statelife.com.pk”)

Windows Server	
Server Type	Shared Server
Quantity	1
Operating System	Windows (version) 2016 or higher (Licensed)
RAM	32GB (Minimum)
Web Space	15 GB Storage.
Databases	10 MySQL and 5 MSSQL
FTP Accounts	Unlimited
Subdomains	Unlimited
Bandwidth	200 GB

3.1.2 Web/Application Server (Location within Pakistan)

Web Server	
Server	Dedicated Cloud Server
CPU Type	32 Core
Operating System	almalinux 9, Ubuntu or similar
Quantity	1
RAM	64 GB (min.)
Min. Space	1 TB SSD
Management Plan	Completely Managed
Installed Components	Laravel / Php supported platform and all associated
SSL Certificate (Wild Card) 2048 bit or higher encryption. GeoTrust & Symantec or equivalent	Yes
RAID Configuration	Hardware RAID-5
Control Panel	Included
Backup	Daily Backup (3 months Archiving)
Hardware Firewall	Required
Dashboard	Multiuser & role-based support
Detailed online web statistics	Yes
Monthly vulnerability report	Yes
DOS/ DDOS Protection	Unlimited
IP Addresses	1 dedicated
Bandwidth / Data Transfer	Unlimited (30Mbps)
Port Speed	1Gbps Dedicated
Malware Protection	Up to 5 VMs
Data Center Compliance	Tier-3

3.1.3 Backup Server (High Availability)

Dedicated Server	
Server Type	Dedicated Cloud Server
Quantity	1
Operating System	almalinux 9, Ubuntu or similar
RAM	64GB (Minimum)
Storage	1 x 1 TB SSD M.2 NVMe 2 x 512 GB SSD M.2 NVMe
Bandwidth	Unlimited
NIC 1 Gbit	Intel I219-LM
Cpanel	Included

3.1.4 Cloud E-Mail Solution

Email Server Cloud Based Hosted	
Solution Type	Cloud Based/Dedicated Email Server (including installation, management & Licensing of all Email Server's Software, OS, Antivirus, Anti Spamming, Outgoing Spam protection)
Quantity	1
Email Accounts	1,000 email accounts, each with a minimum storage of 25 GB and scalable as needed. Additionally, please provide a quote for a bundle of 100 accounts alongside the 1,000 email accounts. If needed, State Life may request additional account bundles during the contract period. These will be billed separately, starting from the month of the request, at the quoted price.
No. of Aliases	Unlimited
Antivirus Protection	Yes
Enterprise Grade Spam Protection	Yes
Detailed Log of each Email coming-in	Yes
Backup	Yes
POP/IMAP/SMTP/WebMail	Yes

Note: State Life may ask for specific filters and/or policies to be implemented.

3.2 Support & Availability

- 99.9% up-time availability of websites and other hosted servers
- 24/7 fully automated technical support
- **SLA** will be signed by the selected bidder for all services.
- Cloud Security will be deployed on State Life domain/IP

3.2.1 Installation, Backup & Recovery

- The successful vendor will have to install third party software, web applications, databases and email applications and transfer email accounts.
- Backup of the website/data has to be taken automatically on daily basis. No additional fees / cost associated with the restoration of the backup (whenever required) will be paid.
- Archival of backups (Website Application & database) for up to **3 months** and Emails up to **1 month** is required.
- Vendor will be responsible to maintain backup and its restoration whenever required.
- **The vendor shall be responsible for migrating all existing email accounts. No additional payment will be made for the email account migration other than the quoted lump sum annual amount.**

3.2.2 Network uptime

- Web / Application - 99.9% Uptime guaranteed SLA.
- Network - 99.9% Uptime guaranteed SLA
- Mail must never be lost / bounced due to downtime.

3.2.3 Load Balancer

- High Availability (HA): Ensures website uptime by automatically routing visitors away from unresponsive or overloaded servers.
- Continuous Health Checks: Active health monitoring of servers via HTTP(S), TCP, or ICMP to promptly detect outages.
- Instant Traffic Rerouting: Minimizes downtime by dynamically updating DNS records without manual intervention.
- Geographic Redundancy: Supports geographically distributed failover, enhancing overall reliability and performance.
- Scalability: Easily scalable to handle increased traffic or infrastructure expansion.
- Simple Management: Centralized DNS-based management, avoiding complex hardware setups or manual configurations.
- Real-time Notifications: Provides immediate alerts for detected server issues and failover events.
- Improved performance and resiliency, Prioritized Loading of Key Site Assets, Detailed Analytics, Quick, simple configuration and management, Acceleration image delivery for mobile and Active Monitoring

3.2.4 Other Mandatory Services required for email server.

- | | | |
|---|---|-----|
| • Worm Protection | : | Yes |
| • Enterprise Grade SPAM Protection | : | Yes |
| • Full Access to Shared SMTP Server | : | Yes |
| • Anti-virus Protection (Email server) | : | Yes |
| • Web-based Email Console | : | Yes |
| • Fully Manageable DNS | : | Yes |
| • 24-7 Monitoring and 24-7 Live Technical Support | : | Yes |
| • Local Support must be available 24/7/365 | : | Yes |

3.3 Website Security

3.3.1 WAF (Web Application Firewall)

To secure the State Life's website from external threats and attacks, an enterprise level WAF security is needed along with full PCI Compliance which covers the following features but not limited to threats.

- SQL injection, comment spam
- Cross-site scripting (XSS)
- Distributed denial of service (DDoS) attacks
- Application-specific attacks and Blocking attacks
- With access and real-time reporting
- Protection against OWSAP vulnerabilities
- SSL Certificate 2048-bit encryption (Wild Card) for web server (GeoTrust & Symantec or equivalent)

3.3.2 CDN (Content Delivery Network) – Cloudflare or Equivalent

The following features of CDN must be provided by vendor:

- Static Content Caching
- Dynamic Content Caching
- Client-Side Caching
- No Bandwidth Overages
- Full Control
- Page Rule Set
- Always Online
- DDoS Attack Protection
- Hacking Protection
- Reduce Server Load
- Real time analytics and reporting
- Block visitors by IP range or Country
- At least one location in Pakistan

3.3.3 DDOS Protection

The following features of DDOS protection must be provided by vendor:

- Unlimited Protection against DDOS
- Application-specific Attacks
- Reputation-based Threat
- Protection
- Comment Spam Protection
- Content Scraping Protection
- Adaptive Filtering
- Email Protection
- Block visitors by IP/ Country
- Real-time reporting

3.3.4 Website Security Scan

A monthly security scan of the website is required which will covers the following vulnerabilities, but not limited to;

- Cross-Site Scripting
- DOS vulnerabilities
- TSL/related vulnerabilities
- SQL Injection
- Directory Listings
- Superbugs
- Host header attacks
- vulnerable JS Libraries
- Laravel vulnerabilities
- malware detection service
- virtual fetching service

4. Technical Proposal

4.1 General

The firms should provide the following:

- Name of the firm, address, telephone No, E-mail address, and Website address.
- Organizational setup
- Date of incorporation of the firm, with sufficient proof.
- NTN / GST registration is mandatory
- Details of litigation (if any) related to IT business.
- Details of hosting experience in years
- Number of Corporate / Government Hosting Clients
- Membership of PSEB / PASHA / Cloud Security Alliance
- Hosting server location in Pakistan.
- Number of Clients with Active Email Accounts.
- Registered Since in Pakistan.
- Certifications like (CISSO, CPTe, RHCE, RHCSA, RHCT, OSCP, CCNA, CCNP, PCI-DSS)
- Relevant ISO CERTIFICATION (Valid)

The firm should submit its proposals strictly on the lines mentioned below. Support material should not be part of the main proposal but should be placed in annexure.

4.2 Technical Specification Compliance:

Bidder should ensure its competency and infrastructure to meet all technical specifications. The successful bidder must have to comply all technical specifications; failure to comply would result in cancellation of agreement and forfeiture of earnest money

4.3 Professional Strength

- Number of customer support personnel on full-time/ permanent basis.
- Facilities/infrastructure of bidding firm to provide the desired service.
- License(s) from regulatory authorities, agreement(s) with relevant local / international firms for facilitating the desired service.
- Resumes of relevant employees, Certification etc. are required.
- At least One CEH (Certified Ethical Hacker) or equivalent should be on the company payroll.

4.4 Relevant Experience

- The firm should be in the business of WEB and SERVER hosting for a minimum of 5 years (proof required).
- The bidding firm is required to provide the list of at least 05 corporate (govt. /semi govt., private) accounts availing of hosting / maintenance services from the bidder.
- The bidder should avoid mentioning such projects (carried out by them), that do not have relevance to the scope of work mentioned.
- The bidder should have min. 05 years of experience in web security.

4.5 Other Requirements

- The firm should preferably be based in Karachi for better coordination with the State Life team.
- The firm should be able to provide one-window operation for website hosting, maintenance and email services and web security.
- Round the Clock 24/7 Level I, Level II and Level III Technicians in Technical Support the hosting site(s).
- Web-based technical support and phone support; the ticket system should be available on 24/7.

The information required in section 4 of the Tender Document along with the sought information as per “Annexure A” must be clearly mentioned by reference page No. in your proposal.

4.6 Financial Capabilities

The firm shall describe its financial strength by providing copies of:

- The National Tax Numbers and General Sales Tax Registration Numbers of the firm.
- Annual Reports of the last three years.
- The firm should also indicate the financial value of similar projects in hand.

4.7 Technical Evaluation Criteria

S.#	Evaluation Parameter	Reference Page No.
1	NTN/ GST (Mandatory) Annual Financial Report 3 years (Mandatory) Yes= Qualified for Evaluation No=Not considered for Evaluation	
2	Compliance of Tier-3 Data Center located in Pakistan (Mandatory) Yes= Qualified for Evaluation No=Not considered for Evaluation	
3	Total years of experience in related business Hosting & Security Services	
4	Location Bidders: <ul style="list-style-type: none"> • Main Office / Head office • Sub office 	
5	Certifications/Memberships <ul style="list-style-type: none"> • ISO • PASHA • PSEB 	
6	Qualified team members on Payroll (Certified) <ul style="list-style-type: none"> • Server Support Manager • Senior Technical Support • Certified Security Expert 	
7	Experience of providing managed Email Services/Solution (Dedicated/Cloud Base) <ul style="list-style-type: none"> • No. of Clients 	
8	SSL Certificate 2048 bit or higher encryption for Application, Database and email Server	
9	Similar Projects in Govt. / Corporate Sectors (Web Development, Hosting & Maintenance)	
10	Providing security Services for Application, DB and Email Servers No. of Clients.	
11	Web and DB Security Features (WAF, CDN, DDoS, Penetration, SQL Inj., Logs & IIS Config. and Security Scan Tender clause 3.2.4 to 3.4	
12	Provided Similar Service to State Life	

Basis of Evaluation: 60% technical and 40% financial on weighted average formula as given in section 6.3 of the tender document.

The firm having less than 50% overall score in technical evaluation criteria will technically disqualify and shall not be considered for at the time of opening financial bids.

5. Financial Proposal

The firm should submit its financial proposal strictly on the lines mentioned below. Support material should not be part of the main proposal but should be placed in annexures.

5.1 General

The firm should provide the following:

- a. Name of the firm. Complete address, telephone number, fax number, E-mail address, and Website address.
- b. Name of other participants / partners in extending the hosting services to the clients and their scope of involvement.
- c. The name and designation of contact person.
- d. **No Joint Venture is allowed for this tender.**

5.2 Financial bids

The Financial proposal should contain the charges of hardware, installation of 3rd party software and core application in **Pakistan rupees in lump sum per year**. It will include all charges for hosting and maintenance of Hardware Server and its management, Website management and email server and accounts management, backup, recovery, Web security etc. including all government taxes. No one-time cost, installation charges and etc. will be paid other than yearly charges.

The total bid value will be lump sum of all charges mentioned above. The amount should be clearly mentioned in the financial bid.

Sr. #1	Annual Cost of all Services mentioned in tender inclusive of all taxes (in PKR)

Cost of an additional bundle of 100 email accounts, inclusive of all applicable taxes, in PKR (to be quoted separately and not included in the annual cost of Website, Email, and Security Services).

It is to be noted that, for the purpose of determining the lowest evaluated/most advantageous bidder, only the annual cost of the above-mentioned services will be considered.

The quoted price shall remain fixed for the entire duration of the contract.

6. General Terms & Conditions

6.1 Bid Bond

A bid security, in the shape of a Bank Draft, of Rs. 500,000/ (Rupees Five Hundred thousand only) should be submitted along with the bids through EPADS system and original shall be delivered at address of Central Procurement Division before closing date & Time else the bid will be rejected. The bid security to unsuccessful bidder will be returned after due procedure and to successful bidder at the time of signing of contract and submission of performance guarantee. The successful bidder should submit **5%** performance guarantee (in the shape of pay order of the total quoted bid price) at the time awarding the project.

6.2 Validity of the proposal

All proposal and bid amounts shall remain valid for a period of 120 days from the closing date of the submission of the proposal. However, the firms are encouraged to state a longer period of validity for the proposal.

6.3 Technical & Financial evaluation

Single stage two envelope procedure described by PPRA will be adopted. A technical evaluation of the bids will be done as per our requirements stated in section-3 and parameters mentioned technical proposal in section-4.7. Only those firms will be considered in the technical evaluation that has the required infrastructure to meet the technical specifications.

Technical Evaluation Formula:

Providing 60% Weight, using Weighted Average Formula

$$= (100 - ((\text{Highest Point} - \text{Points Secured}) / \text{Highest Points} * 100)) * 0.6$$

The financial proposals of only technically qualified firms will be opened. **However, the lower financial bid will have a prime upshot in the award of the project.**

Financial Evaluation Formula:

Providing 40% Weight, using Weighted Average Formula

$$= (100 - (\text{Quoted Bid} - \text{Lowest Bid}) / \text{Lowest Bid} * 100) * 0.4$$

Lowest Evaluated Bid = Weighted Average Technical Score + Weighted Average Financial Score

The decision of State Life Corporation will be binding on all concerned and in no case be challengeable at any forum.

6.4 Term of Agreement

The agreement is intended for a term of one year and further extendable for additional period of (02) years with mutual consent of both parties. However, it can be terminated by either party upon three months' written notice due to technological constraints.

6.5 Payment terms

- No advance payments or mobilization charges will be paid for this job.
- The Hosting & email services and web security charges will be paid On a quarterly basis upon expiry/completion of satisfactory services for each quarter.

6.6 Tax (Federal/ Provincial)

All taxes at the prescribed rate under the tax laws of Pakistan shall be deducted from all payments for services rendered by the responding firm.

6.7 Acceptance of Proposals

State Life Insurance Corporation reserves the right to accept or reject any proposal and to cancel the bidding process without assigning any reason whatsoever.

6.8 Availability of Tender / Bid form

The tender/bid form can be seen/ downloaded from PPRA/ SLIC websites i.e www.ppra.org.pk, www.statelife.com.pk and the EPADS system.

6.9 Non-Disclosure Agreement (NDA)

- Successful bidder should sign NDA with State Life for the complete data Security.
- Bidder should provide complete Website's Source Code to State Life.

7. Instructions for Bidding Firms

7.1 Contact person for enquiries

Enquiries regarding this document can be addressed to:

Mr. Ghulam Nabi
AGM- (IT)
Principal Office, 4th Floor, State Life Building No. 9,
Dr. Ziauddin Ahmed Road, Karachi
E-Mail: webadmin@statelife.com.pk

7.2 Submission of Proposal

7.2.1 Tender documents can be downloaded from SLIC/PPRA website or through E-PADS after appearance of this advertisement on the websites of PPRA and SLIC. The interested firms shall submit the proposals (through E-PADS). Bids will be received only from those firms who are registered with PPRA for E-Procurement on EPADS. Proposals must be submitted through EPADS system latest by 26-05-2025 before 11:00 AM. Technical bids will be opened on the same day at 11:30 am.

7.2.2 Bidders are required to upload their bids on EPADS systems as per laid down PPRA procedure for single stage two-envelope method i.e. separate “Technical Proposal” and “Financial Proposal” respectively and clearly marked as “Technical Proposal for Hosting of State Life Website, Email, and Security Services” and “Financial Proposal for Hosting of State Life Website, Email, and Security Services”.

7.2.3 Initially, only the Technical Proposals will be opened and downloaded from the EPADS system on the date and time specified in the tender notice. The date and time for opening the Financial Proposals of technically qualified bidders will be announced upon completion of the Technical Evaluation and will be communicated through the EPADS system accordingly.

7.2.4 The evaluation of bids will be conducted in two stages. The Technical Evaluation will be carried out first. Only the Financial Proposals of technically qualified bidders will be considered for further processing and will be evaluated in accordance with the prescribed criteria.

7.2.5 The Most Advantageous Bid would be accepted.

7.2.6 The Technical and Financial Proposals, complete in all respect, should be submitted through E-PADS latest by 26-05-2025 before 11:00 AM.

**Departmental Head (CPD),
Central Procurement Division,
10 Floor, State Life Building No.11,
Abdullah Haroon Road, Karachi.
Phone: 021-99204521**

7.3 Submission of Bid Bond

The bid bond, in the shape of a Pay order / Bank Draft shall be submitted through the EPADS system and original shall be delivered at the given address of Central Procurement Division before closing date and time (else bid will be rejected). A certificate to the effect that an appropriate value bid bond has been provided has to be attached with the Financial Proposal.

7.4 Last Date / Time of Submission / Opening of Bids

Technical and financial proposals along with Bid Security shall be submitted through EPADS before closing date and time. The Technical bids will be opened on the same day at 11:30am. In the presence of bidders or their representatives who wish to be present.

8. Blacklisting Policy;

Blacklisting policy will be implemented as per PPRA rules and SLIC blacklisting policy.

Technical Evaluation Criteria & Grading Points

S.#	Evaluation Parameter	Criteria & Grading Points	Max Points
1	NTN/ GST (Mandatory) Annual Financial Report 3 years (Mandatory) Yes= Qualified for Evaluation No=Not considered for Evaluation	Yes= Qualified for Evaluation No=Not considered for Evaluation	Mandatory
2	Compliance of Tier-3 Data Center located in Pakistan (Mandatory) Yes= Qualified for Evaluation No=Not considered for Evaluation	Yes= Qualified for Evaluation No=Not considered for Evaluation	Mandatory
3	Total years of experience in related business Hosting & Security Services	Hosting :10 Email:5 Security:5 1 points against each year less than 3 years: 0	20
4	Location Bidders: <ul style="list-style-type: none"> Main Office / Head office Sub office 	3 office locations: 10 2 office locations: 7 One office: 4	10
5	Certifications/Memberships <ul style="list-style-type: none"> ISO PASHA PSEB 	ISO: 5 PASHA:3 PSEB: 2	10
6	Qualified team members on Payroll (Certified) <ul style="list-style-type: none"> Server Support Manager Senior Technical Support Certified Security Expert 	DBA:3 Server Support Manager: 3 Certified Security Expert: 4	10
7	Experience of providing managed Email Services/Solution (Dedicated/Cloud Base) <ul style="list-style-type: none"> No. of Clients 	2 points against each Corporate client Max=10	10
8	SSL Certificate 2048 bit or higher encryption for Application, Database and email Server	Yes=5 No=0	5
9	Similar Projects in Govt. / Corporate Sectors (Hosting Websites & Email Services)	2 points against each client max=10	10
10	Providing security Services for Application, DB and Email Servers No. of Clients.	1 point for each client	10
11	Web and DB Security Features (WAF, CDN, DDoS, Penetration, SQL Inj., Logs & IIS Config. and Security Scan Tender clause 3.2.4 to 3.4	Yes=10 No=0	10
12	Provided Similar Service to State Life	Y=5 No=0	5

Basis of Evaluation: 60% technical and 40% financial on weighted average formula as given in section 6.3 of the tender document.

The firm having less than 50% overall score in technical evaluation criteria will technically disqualify and shall not be considered for at the time of opening financial bids.