



STATE LIFE
INSURANCE CORPORATION OF PAKISTAN

Tender Notice No.CPD/PO/IT/44/2025.

HOSTING OF STATE LIFE WEBSITE, E-MAIL AND SECURITY SERVICES

State Life Insurance Corporation of Pakistan (SLIC) invites technical and financial bids in accordance with PPRA Rules-2004 under single stage two envelopes procedure from well recognized IT firms dealing in services as mentioned above. Intended bidders must be registered with Income Tax/Sales Tax Departments and having its own offices and telephone no (if found contrary Tender will be rejected).

Title of Work	Earnest Money (Fixed)	Last date & time for submission of bids	Date & Time for Opening of Technical Bids
Hosting of State Life Website, E-Mail and Security (details and terms and conditions as per tender document)	PKR = Rs.500,000/-	27-11-2025 till 1100Hrs	27-11-2025 At 1130Hrs

- Tender Notice along with Tender Document can be seen/downloaded from PPRA website i.e. www.ppra.org.pk also tender notice along with tender document has been uploaded on EPADS system and State Life website i.e. www.statelife.com.pk as well.
- Bids will be received only from those firms who are registered with PPRA for e-procurement on E- PADS system.
- Filled tenders must be submitted through their e-mail address latest by 27-11-2025 before 11:00 am.Technical Bid will be opened on the same day at 11:30 am
- State Life Insurance Corporation of Pakistan reserves right to accept/ reject all bids in accordance with PPRA Rules.

(Abdul Waheed Shaikh)
Secretary CPC
Central Procurement Division
10th Floor, State Life Building No. 11,
Abdullah Haroon Road, Karachi.
Tel: 021-99204521

STATE LIFE INSURANCE CORPORATION OF PAKISTAN

TENDER DOCUMENT

For

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

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

Tender # CPD/PO/IT/44/2025

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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, certified Tier-3 compliant data center **within Pakistan**, with 24/7/365 hands-on and console access. The data center within Pakistan must support prioritized routing in the event of PTCL or Transworld disruptions and must have inline DDoS protection in place.

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

Windows Server (Shared 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 Server – (For subdomain “group.statelife.com.pk”)

VPS Server	
Server Type	VPS
Quantity	1
Operating System	Linux
VCPU	8 Core
RAM	16 GB
Min Space	240 GB NVMe SSD
Traffic	20 TB
Control Panel	Plesk

3.1.3 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 (unlimited on sub domains)
Data Center Compliance	Tier-3

3.1.4 Backup Server (High Availability)

The backup server location must be in another city

Dedicated Server	
Server Type	Dedicated Cloud Server
Quantity	1
CPU	16
Operating System	almalinux 9, Ubuntu or similar
RAM	32GB (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

3.1.5 Cloud E-Mail Solution

Cloud Email Solution must be hosted in a clustered environment and not on a single server and have the following key features available.

Bidders who are Official Certified Partners/Resellers of CDN (No Freemium) shall be given preference and awarded additional points under the Technical Evaluation Criteria.

- Fast Search Capability.
- Outgoing Abuse Protection
- Outgoing Spam Protection
- The platform must be hosting of a similar nature of clients.
- Platform should be tested at least 5 years
- Must be Enterprise Grade Email Solution .
- Quarantine & User Self-Service Portal
- Multi-Factor Authentication (MFA/2FA)
- Single Sign-On (SSO)
- Email Backup & Disaster Recovery

Email Server Cloud Based Hosted	
Solution Type	Cloud Based Email Solution with Anti Spamming, Outgoing Spam Protection)
Quantity	1
Email Accounts	1,200 email accounts, each with a minimum storage of 25 GB and scalable as needed.
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 at any time.

3.1.6 Anti-SPAM Solution

- Unlimited inbound message volume
- Malicious attachment blocking

- Whitelisting / Blacklisting
- Custom Filtering Rules
- Email Archiving
- Cloud based SPAM filtering
- Zero-Hour Threat Detection
- Phishing protection
- Malware protection
- Ransomware protection
- 99% SPAM free

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 all required third party software, web applications, databases and email applications and transfer email accounts.
- Backup of the website/data has to be taken automatically on a 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.
- Real time replication should be provided for email servers. In case email server from Active site gets down, the services should get live from replicated server within 30 minutes.
- 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 or bounced due to downtime; all emails should be **queued and delivered automatically once the service is restored**.

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 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 is not limited to threats.

- SQL injection, comment spam, Cross-site scripting (XSS)
- Distributed denial of service (DDoS) attacks
- Application-specific attacks and Blocking attacks
- Rate Limiting (IP-based) , Managed ruleset
- 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)

The vendor shall procure the CDN Plan solution (no freemium version) and shall be responsible for its complete configuration, management, and ongoing support

The following features of CDN must be provided by vendor:

- Procurement and configuration of CDN Plan (No Freemium)
- The CDN should be capable of handling multiple SSL certificates simultaneously
- 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
- End-to-End SSL/TLS (2048-bit or higher) with Custom SSL Support
- Web Application Firewall (WAF) with managed rulesets and custom rule capability
- Basic Bot Mitigation (upgradeable if required)
- API Protection for exposed services and mobile apps
- Security Logging and Monitoring (with access to audit reports)
- 24/7/365 Vendor Support with defined SLA
- DNS Security with DNSSEC support
- Optional Zero Trust Access integration for internal portals
- Compliance with Pakistan's financial/insurance sector regulations

3.3.3 DDOS Protection

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

- Unlimited Protection against DDOS
- DDoS alerts
- Application-specific Attacks
- Reputation-based Threat Protection
- Spam Protection
- Content Scraping Protection
- Adaptive Filtering
- Email Protection
- Block visitors by IP/ Country
- Real-time reporting
- Protection against Layer 3, Layer 4, and Layer 7 attacks
- Always-on inline mitigation
- Customizable mitigation policies per application/portal
- Move "Email Protection" to Email/Spam section (or remove)

3.3.4 Website Security Scan

A vulnerability scan will be required once per month, and penetration testing will be required twice per year.

A monthly security scan of the website is required, which will cover 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

- API schema validation
- Bot fight mode
- Coverage of OWASP Top 10 vulnerabilities
- Cross-Site Request Forgery (CSRF) detection
- Privilege Escalation / Authentication Bypass checks
- Configuration & Patch Management weaknesses
- Detailed remediation reporting after each scan

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 (OSCP+, OSCP, CEH Practical, CEH, EJPT, MCRTA, CRTA, Pentest +, CSA, CCNA)
- Relevant ISO CERTIFICATION (Valid)
 - ISO ISO 27001:22
 - ISO 9001

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:

The bidder should ensure its competency and infrastructure to meet all technical specifications. The successful bidder must comply with 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 or hired as consultants.
- Facilities/infrastructure of bidding firms 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 with Certification etc. are required.
- At least One CEH (Certified Ethical Hacker) or equivalent should be on the company payroll and/or hired as a consultant.
- Company must have experienced resources to manage CDN Services

4.4 Relevant Experience

- The firm should be in the business of WEB and SERVER hosting & (proof required).
- Firm should have experience of 5 years and above for providing CDN services to the customers (Proof of customers 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 is preferably based in Karachi to facilitate better coordination with the State Life team.
- The firm should be able to provide one-window operations for website hosting, Cloud email services and web security.
- Round the Clock 365/24/7 Level 3 support with qualified/ certified engineers in Technical Support.
- Web-based technical support and phone support; the ticket system should be available on 365/24/7.
- Quarterly meetings are necessary and may be conducted **physically or via Zoom**, as mutually agreed.

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 Audited Reports for the last three years.
- The firm should also indicate the financial value of similar projects in hand.
- The firm should have minimum 300 million PKR turnover in last three years. (Financial audited reports required) in order to technically qualify.

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	- Specify the name of the Certified Primary Server Data Centre (Tier-3 Compliant) located in Pakistan (Mandatory), along with valid certification from the Uptime Institute or an equivalent recognized authority - Certified Primary Server Data Centre (Tier-3 Compliant) – Location in Pakistan (Mandatory, with Valid Certification from Uptime Institute or Equivalent Recognized Authority) - ISO Certification(s) ISO 9001, 27001:2015 etc.) - Disaster Recovery (DR) Backup Site – Location (with in Pakistan in different city) - The vendor shall provide SSL Certificates with 2048-bit or higher encryption for the Application, Database, and Email Server. - The vendor shall provide the CDN (No Freemium) Plan . The CDN should be capable of handling multiple SSL certificates simultaneously	
3	Affidavit on legal stamp paper of at least Rupees fifty (50), to the effect that bidder is not blacklisted/litigated and rendered ineligible for corrupt and fraudulent practices by any Government (Federal, Provincial or Local) or a public-sector organization/Division/Ministry (Mandatory)	
4	The bidder must be engaged in all three relevant businesses, namely Hosting, Email, and Security Services . Compliance with all three areas is mandatory; proposals from bidders not meeting this requirement shall not be considered for evaluation.	
5	Company Financial Status	
6	- Certified CDN or equivalent Experienced Engineer on Payroll - Proven experience working with a CDN Provider	
7	Location Bidders: - Main Office / Head office - Sub office	
8	Certifications/Memberships - CDN or equivalent Partner/reseller - ISO - PASHA - PSEB	
9	Qualified team members on Payroll on payroll and or hired as consultant Minimum 10 on payroll	
10	Experience of Providing Managed Email Services/Solutions (Dedicated/Cloud Based) - The bidder must provide details of clients where Managed Email Services/Solutions (Dedicated/Cloud Based) are currently being provided under valid contracts. - Each entry must include POC, Client Name, Contact No., and Email for reference verification purposes. - List of Minimum Five (05) Clients (Government or Corporate Sector – Pakistan):	

11	Experience of Providing Server Hosting Services/Solutions (Government / Corporate Sector – Pakistan) The bidder must provide details of clients where Server Hosting Services/Solutions are currently being provided under valid contracts within Pakistan. Each entry must include POC, Client Name, Contact No., and Email for reference verification purposes. List of Minimum Ten (10) Clients (Government or Corporate Sector – Pakistan):	
12	Experience of Providing Web and Database Security Services/Solutions (Government / Corporate Sector – Pakistan) The bidder must provide details of clients where Web and DB Security Features (including WAF, CDN, DDoS Protection, Penetration Testing, SQL Injection Protection, Logs & IIS Configuration, and Security Scanning as per Tender Clauses 3.2.4 to 3.4) are currently being provided under valid contracts within Pakistan. Each entry must include: POC, Client Name, Contact No., and Email for reference verification purposes. A minimum of ten (10) clients from the Government or Corporate Sector in Pakistan is mandatory.	
13	Providing security Services for Email Servers as per Tender para 3.1.6 No. of Clients.	
14	Provided Web Hosting and Email Services to Insurance Sector in Pakistan	

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:

- Name of the firm. Complete address, telephone number, fax number, E-mail address, and Website address.
- Name of other participants / partners in extending the hosting services to the clients and their scope of involvement.
- The name and designation of the contact person.
- 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. #	Annual Cost of all Services mentioned in tender inclusive of all taxes (in PKR)

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 the 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 a 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 procedures 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

$=(\text{points secured} / \text{highest points}) * 100 * 0.6$

The financial proposals of only technically qualified firms will be opened.

Financial Evaluation Formula:

Providing 40% Weight, using Weighted Average Formula

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

Most Advantageous Bid = Weighted Average Technical Score + Weighted Average Financial Score.

Bidder obtaining higher/ highest over-all score shall be termed as the Most Advantageous bidder.

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 is further extendable for an additional period of (02) year 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 website hosting, email & Security charges will be paid on a quarterly basis upon 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 bidders should sign an 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 or any clarification thereupon can be addressed through EPADS only.

7.2 Submission of Proposal

7.2.1 Tender documents may be downloaded from SLIC/PPRA website or through E-PADS after the 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 the EPADS system latest by **27-11-2025 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 shall be accepted.

7.2.6 The Technical and Financial Proposals, complete in all respects, should be submitted through E-PADS at the latest **by 27-11-2025 before 11:00 AM**.

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 11:30 am**. 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.

9. Arbitration

Arbitration if required will be done as PPRA/ Arbitration rules.

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	Yes = Qualified for Technical Evaluation	Mandatory

	No=Not considered for Evaluation	No = Not Considered for Technical Evaluation	
2	Specify the name of the Certified Primary Server Data Centre (Tier-3 Compliant) located in Pakistan (Mandatory), along with valid certification from the Uptime Institute or an Certified Primary Server Data Centre (Tier-3 Compliant) – Location in Pakistan (Mandatory, with Valid Certification from Uptime Institute or Equivalent Recognized Authority) • ISO Certification(s) ISO 9001, 27001:15 etc.) • Disaster Recovery (DR) Backup Site – Location (with in Pakistan in different city) • The vendor shall provide SSL Certificates with 2048-bit or higher encryption for the Application, Database, and Email Server. • The vendor shall provide the CDN (No Fermium) Plan or equivalent. (The CDN should be capable of handling multiple SSL certificates simultaneously)	Yes = Qualified for Technical Evaluation No = Not Considered for Technical Evaluation	Mandatory
3	Affidavit on legal stamp paper of at least Rupees fifty (50), to the effect that bidder is not blacklisted/litigated and rendered ineligible for corrupt and fraudulent practices by any Government (Federal, Provincial or Local) or a public-sector organization/Division/ Ministry (Mandatory)	Yes = Qualified for Technical Evaluation No = Not Considered for Technical Evaluation	Mandatory
4	The bidder must be engaged in all three relevant businesses, namely Hosting, Email, and Security Services . Compliance with all three areas is mandatory; proposals from bidders not meeting this requirement shall not be considered for evaluation.	Yes = Qualified for Technical Evaluation No = Not Considered for Technical Evaluation	Mandatory
5	Company Financial Status	Average Last 3 years turn over in PKR Worth >= 300 Million= Qualified for Technical Evaluation Worth < 300 Million= Not Considered for Technical Evaluation	Mandatory
6	• Certified CDN or equivalent-Experienced Engineer on Payroll	1 or more experienced Engineers:5	5
7	Location Bidders: • Main Office / Head office • Sub office	3 office locations: 5 2 office locations: 4 One office: 2	5
8	Valid Certifications / Memberships	CDN Partner/reseller: 4 ISO:2 PASHA:2 PSEB: 2	10

9	Minimum 10 Qualified team members on Payroll and or hired as consultant	Ethical Hacker=2 Server Support Manager=2 Senior Technical Support=2 Certified Security Expert=2 DBA:2	10
10	Experience of Providing Managed Email Services/Solutions (Dedicated/Cloud Based) - The bidder must provide details of clients where Managed Email Services/Solutions (Dedicated/Cloud Based) are currently being provided under valid contracts. - Each entry must include POC, Client Name, Contact No., and Email for reference verification purposes. - List of Minimum Five (05) Clients (Government or Corporate Sector – Pakistan):	4 Points per Valid Client (with POC) from Government/Corporate Sector in Pakistan Maximum = 20 Points	20
11	Experience of Providing Server Hosting Services/Solutions (Government / Corporate Sector – Pakistan) The bidder must provide details of clients where Server Hosting Services/Solutions are currently being provided under valid contracts within Pakistan. Each entry must include POC, Client Name, Contact No., and Email for reference verification purposes. List of Clients (Government or Corporate Sector – Pakistan):	2 Points per Valid Client (with POC) from Government/Corporate Sector in Pakistan Maximum = 24 Points	24
12	Experience of Providing Web and Database Security Services/Solutions (Government / Corporate Sector – Pakistan) The bidder must provide details of clients where Web and DB Security Features (including WAF, CDN, DDoS Protection, Penetration Testing, SQL Injection Protection, Logs & IIS Configuration, and Security Scanning as per Tender Clauses) are currently being provided under valid contracts within Pakistan. Each entry must include: POC, Client Name, Contact No., and Email for reference verification purposes. List of clients from the Government or Corporate Sector in Pakistan.	1 Points per Valid Client (with POC) from Government/Corporate Sector in Pakistan Maximum = 11 Points	11
13	Providing security Services for Email Servers as per Tender clauses No. of Clients.	1 point for each client	10
14	Provided Web Hosting and Email Services to Insurance Sector in Pakistan	Yes=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.

Integrity Pact

Contract No. _____ Dated _____

Contract Value: _____

Contract Title: _____

.....[name of Supplier] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by GoP through any corrupt business practice.

Without limiting the generality of the foregoing, [name of Supplier] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.

[name of Supplier] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[name of Supplier] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other rights and remedies available to GoP under any law, contract or other instrument, be voidable at the option of GoP.

Notwithstanding any rights and remedies exercised by GoP in this regard, [name of Supplier] agrees to indemnify GoP for any loss or damage incurred by it on account of its corrupt business practices and further pay compensation to GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder's fee or kickback given by [name of Supplier] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever form from GoP.

Name of Buyer:

Name of

Seller/Supplier: Signature:

Signature:

[Seal]

.....

[Seal]