



Tender Notice No. PO/CPD/IT/08/2026.

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/-	04-05-2026 till 1100Hrs	04-05-2026 At 1130Hrs

- Tender Notice along with Tender Document can be seen/downloaded from PPRA website i.e. www.ppra.gov.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 04-05-2026 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.

Secretary CPC,
Central Procurement Division
5th Floor, State Life Building No. 9,
Dr. Ziauddin Ahmed Road,
Karachi. Tel: 021-99204521



STATE LIFE WEBSITE HOSTING, EMAIL & SECURITY SERVICES

April-2026

IT DIVISION STATE LIFE INSURANCE CORPORATION OF PAKISTAN

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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. The selected vendor shall provide end-to-end integration of hosting, email, and security services under a single point of accountability.

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. Valid certification from Uptime Institute or equivalent must be attached. Self-declaration shall not be accepted. The data center within Pakistan must support prioritized routing and have inline DDoS protection in the event of disruptions in Major National Backbone providers such as PTCL, Transworld, or equivalent.

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 Scalable)
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 Cloudflare or equivalent 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 have ≥5 years of proven operational stability
- 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	1500 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
- The system shall ensure $\geq 99.9\%$ email delivery reliability with robust queuing and retry mechanisms during service disruptions.

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 |

3.4 Website Security

3.4.1 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 (Geo Trust & Symantec or equivalent)

3.4.2 CDN (Content Delivery Network)

The vendor shall procure the Cloudflare Plan or an equivalent 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 Cloudflare Plan or equivalent
- 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

3.4.3 DDOS Protection

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

- Enterprise-grade DDoS protection capable of mitigating large-scale Layer 3, 4, and 7 attacks, with documented capacity and response mechanisms.
- 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)

3.4.4 Website Security Scan

- Frequency: Monthly vulnerability scans; bi-annual penetration testing.
- Scope of Monthly Security Scan: Covering, but not limited to:
- Cross-Site Scripting (XSS), Denial of Service (DoS), and TLS-related vulnerabilities
- SQL Injection, Directory Listing, and common web application misconfigurations
- Host header attacks and vulnerable JavaScript libraries
- Framework-specific vulnerabilities (e.g., Laravel) and malware detection
- Virtual fetching/service testing and API schema validation
- Bot mitigation checks (Bot Fight Mode) and coverage of OWASP Top 10 vulnerabilities
- Cross-Site Request Forgery (CSRF) detection
- Privilege escalation and authentication bypass checks
- Configuration and patch management weaknesses
- Detailed remediation reporting after each scan

The vendor must provide corrective action plans for any vulnerabilities identified within 5 business days of report delivery.

4. Technical Proposal

4.1 General (Mandatory Information Non-Scored)

The bidding firm shall submit the following mandatory information and documentary evidence as part of its Technical Proposal. The information provided under this section shall be used for verification, eligibility assessment, and validation purposes only. Detailed scoring shall be carried out strictly in accordance with the Technical Evaluation Criteria provided in Section 4.7 and Section 10 of this tender document.

The firm must provide:

Company Profile

- Name of the firm
- Complete registered and operational address
- Telephone number(s), email address, and official website

• Legal & Organizational Details

- Organizational structure and ownership details
- Date of incorporation/registration with supporting documentary proof
- Confirmation of registration and operational presence in Pakistan
- NTN and GST registration certificates (mandatory)

• Business & Operational Background

- Total number of years of experience in hosting, cloud email, and web/security services
- Number of active corporate and/or government clients for hosting and email services
- Number of active email accounts currently being managed
- Confirmation that hosting infrastructure and primary data center facilities are located within Pakistan

- **Certifications & Memberships**

- Relevant professional and technical certifications held by the firm
- Valid ISO certifications (e.g., ISO 9001, ISO 27001 or equivalent)
- Memberships of recognized professional bodies such as PSEB, PASHA, Cloud Security Alliance, or equivalent (if applicable)

- **Human Resource & Technical Capability (Summary)**

- Summary of available technical manpower and expertise relevant to hosting, email, and security services
- High-level overview of certified and experienced technical resources (detailed evaluation shall be carried out as per Section 4.7 and Section 10)

- **Compliance & Legal Declarations**

- Details of any litigation, arbitration, or legal proceedings related to IT or technology services (if any)
- Declaration regarding non-blacklisting and compliance with PPRA rules (affidavit to be provided as per evaluation criteria)

Note:

Failure to provide complete and verifiable information under this section may render the bid **non-responsive** and liable to rejection at the preliminary evaluation stage.

The firm shall submit its proposal strictly in accordance with the requirements outlined below. Any supporting or evidentiary material shall be submitted only as annexures and shall not be included in the main proposal

4.2 Technical Specification Compliance:

The bidder shall ensure that it possesses the requisite technical capability, infrastructure, qualified personnel, and resources to fully meet all technical specifications outlined in this tender document.

The successful bidder shall be strictly required to comply with all technical specifications, standards, and requirements throughout the contract period. Failure to comply, at any stage, shall constitute a material breach of contract and may result in termination of the agreement, forfeiture of bid security and/or performance guarantee, and any other action deemed appropriate by State Life Insurance Corporation of Pakistan under applicable laws and contractual provisions.

4.3 Professional Strength

The bidder shall demonstrate adequate professional capacity to deliver the required services by providing the following details:

- Number of customer support and technical personnel engaged on a full-time/permanent basis and/or hired as consultants
- Details of facilities, tools, and infrastructure available with the bidding firm to provide the required services.
- Copies of valid licenses from relevant regulatory authorities, and agreements (if any) with local and/or international firms supporting the delivery of the required services.
- Detailed resumes/CVs of relevant technical staff, along with copies of professional certifications.
- One or more CEH (Certified Ethical Hacker) or equivalent certified resource available on the company's payroll and/or engaged as a consultant, will be preferred.
- The firm must have adequately experienced and qualified resources for configuration, management, and ongoing support of CDN services.

4.4 Relevant Experience

The bidder shall demonstrate relevant experience by providing documentary evidence of the following:

- The firm must be actively engaged in the business of web and server hosting (documentary proof required).
- The bidder should only list projects that are directly relevant to the scope of work defined in this tender document.
- The bidder should avoid mentioning such projects (carried out by them), that do not have relevance to the scope of work mentioned.

4.5 Other Requirements

- The firm shall preferably be based in Karachi to facilitate effective coordination with the State Life team.
- The firm must be capable of providing one-window operations for website hosting, email services, and web security solutions.
- The firm must provide round-the-clock (24/7/365) Level-3 technical support through qualified and certified engineers.
- Web-based technical support and telephone support must be available, and a ticketing system shall be operational on a 24/7/365 basis.
- Quarterly coordination and review meetings shall be held and may be conducted physically or through virtual platforms (e.g., Zoom), as mutually agreed.

The information required in this Tender Document, along with the details requested under Clause 4.7, must be clearly referenced with page numbers in the bidder's proposal.

4.6 Financial Capabilities

The firm shall demonstrate its financial strength by providing:

- Copies of the firm's National Tax Number (NTN) and General Sales Tax (GST) registration certificates.
- Audited annual financial reports for the last three (3) years.
- Details of the financial value of similar projects currently in hand.
- Evidence that the firm has achieved a minimum turnover of PKR 300 million over the last three (3) years (audited financial reports required) to meet the technical qualification criteria.

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	<ul style="list-style-type: none"> 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) <p>The bidder must also demonstrate:</p> <ul style="list-style-type: none"> ISO Certification(s) ISO 9001, 27001:2015 etc.) A Disaster Recovery (DR) Backup Site – Located in different city within Pakistan) The vendor shall provide SSL Certificates with 2048-bit or higher encryption for the Application, Database, and Email Server. The vendor shall provide the Cloudflare Plan or equivalent (no freemium solution) . The CDN should be capable of handling multiple SSL certificates simultaneously 	
3	Affidavit on legal stamp paper of at least Rupees Hundred (Rs.100), stating that the bidder is not blacklisted, under litigation, or rendered ineligible for corrupt or fraudulent practices by any Government (Federal, Provincial or Local) or by any public-sector organization, Division, Ministry	
4	The bidder must be directly engaged in all three relevant businesses: Hosting, Email, and Security Services (not through association). Compliance with all three areas is mandatory; proposals from bidders not meeting this requirement shall not be considered for technical evaluation.	
5	Company Financial Status	
6	<ul style="list-style-type: none"> Certified Cloudflare or equivalent Experienced Engineer on Payroll (with proven working experience) 	
7	Location Bidders: <ul style="list-style-type: none"> Main Office / Head office Sub office 	
8	Valid Certifications/Memberships <ul style="list-style-type: none"> Cloud flare or equivalent Partner/reseller ISO PASHA PSEB 	
9	Qualified technical team members engaged on payroll and/or hired as consultants	
10	Experience of Providing Managed Email Services/Solutions directly (not by association), (Dedicated/Cloud Based) <ul style="list-style-type: none"> 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 Five (05) Clients (Government or Corporate Sector – Pakistan): 	

11	<p>Experience of Providing Server Hosting Services/Solutions directly (not by association). (Government / Corporate Sector – Pakistan)</p> <ul style="list-style-type: none"> • 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) 	
12	<p>Experience of Providing Web and Database Security Services/Solutions directly (not by association). (Government / Corporate Sector (Pakistan)</p> <ul style="list-style-type: none"> • 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 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 	
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 shall submit its financial proposal strictly in accordance with the instructions below. Supporting material should **not** be included in the main proposal but may be provided in annexures.

5.1 General

The firm shall provide the following information:

- a) Name of the firm, complete address, telephone number, fax number, email address, and website.
- b) Names of any internal or subcontracted entities involved in providing backbone support for hosting services, along with their scope of involvement (note: all primary services must be provided directly by the bidder).
- c) **Joint Venture (JV) participation is not allowed** for this tender. This is to ensure a single point of contact for all future support-related engagements for the mentioned services. Therefore, all required services must be provided directly by the bidder and not by association. The bidder may, however, have internal contracts with other companies for backbone services.

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, website & email migration etc. including all government taxes. No one-time, setup, installation, or migration charges will be paid beyond the annual lump sum.

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

5.3 Financial Cost Breakup

ANNUAL LUMP SUM PAYMENT BREAKUP

Sr. #	Service Category (Complete Scope as per Tender Document)	Annual Cost (PKR)
1	Server Hosting & Infrastructure Services (Including Windows Shared Server, VPS Server, Dedicated Web/Application Server, Backup/DR Server in a separate city, Load Balancer, Tier-III Data Center within Pakistan, Bandwidth & IP Services)	
2	Enterprise Cloud Email Services (Including 1500 Email Accounts, Storage, Migration, Backup, Disaster Recovery, MFA/SSO, Webmail, SMTP/IMAP/POP, Archiving & Administration)	
3	Email Security & Anti-Spam Services (Including Anti-Spam, Anti-Phishing, Malware & Ransomware Protection, Zero-Hour Threat Detection, Filtering & Reporting)	
4	Website & Application Security Services (Including Web Application Firewall (WAF), CDN (No Freemium Plan), DDoS Protection, Wildcard SSL Certificates, Bot Mitigation, DNS Security & Monitoring)	
5	Security Assessment & Compliance Services (Including Monthly Vulnerability Scanning, Bi-Annual Penetration Testing, OWASP Top-10 Coverage, API Security Validation & Detailed Reporting)	
6	Managed Services, Support & SLA Compliance (Including 24/7/365 Monitoring, Backup & Restoration, Incident Response, Performance Monitoring, Reporting & SLA Compliance)	
	TOTAL ANNUAL LUMP SUM COST (Inclusive of all Federal & Provincial Taxes)	

5.3.1 PAYMENT TERMS

1. Payments shall be made on a quarterly basis (25% per quarter) upon satisfactory performance and SLA compliance.
2. No advance, mobilization, one-time, setup, installation, or migration charges shall be payable.
3. The quoted price shall remain fixed for the entire contract period, including any extension thereof.
4. No additional claims shall be entertained beyond the quoted lump sum amount.
5. The Financial Bid shall be evaluated strictly on the basis of the total lump sum annual cost quoted by the bidder. Any itemized or category-wise breakup shall be for reference only and shall not be considered separately for evaluation or payment purposes.

6. General Terms & Conditions

6.1 Bid Bond

A bid security, in the form of a Bank Draft or Pay Order, amounting to PKR 500,000/- (Rupees Five Hundred Thousand only), shall be submitted along with the bid through the EPADS system. The original bid security instrument shall be delivered to the office of the Central Procurement Division, Principal Office, before the closing date and time of bid submission.

Failure to submit the bid security in the prescribed manner and within the stipulated time shall render the bid non-responsive and liable to rejection.

The bid security of unsuccessful bidders shall be returned after completion of the evaluation process and award of the contract, in accordance with applicable procedures. The bid security of the successful bidder shall be returned upon signing of the contract and submission of the Performance Guarantee.

6.1.1 Performance Guarantee

The successful bidder shall be required to submit a Performance Guarantee equivalent to 5% of the total quoted bid price, in the form of a Pay Order or Bank Guarantee, at the time of award of the project.

The Performance Guarantee shall remain valid for the entire duration of the contract, including any extension thereof, and shall be returned upon satisfactory completion of contractual obligations and final acceptance by State Life Insurance Corporation of Pakistan.

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.

6.4.1 Exit Management & Transition Support

Upon expiry or termination of the contract for any reason, the successful bidder shall be responsible for providing full transition support to State Life Insurance Corporation of Pakistan or any newly appointed vendor for a minimum period of thirty (30) days. This shall include, but not be limited to, complete data migration, system handover, transfer of configurations, documentation, access credentials, and necessary technical knowledge transfer to ensure uninterrupted continuity of services. No additional cost shall be payable for such transition support.

6.4.2 Data Protection & Compliance

The bidder must ensure compliance with all applicable data protection laws of Pakistan, including the **Pakistan Personal Data Protection Act, 2023**, and internationally recognized security standards (e.g., ISO 27001). All customer and corporate data must be handled with strict confidentiality. Any breach of data security or non-compliance with legal requirements will be considered a serious violation of the contract and may result in penalties, suspension, or termination of the agreement. The vendor shall implement appropriate technical and organizational measures to safeguard data and ensure legal, regulatory, and contractual compliance at all times.

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)

The successful bidder shall be required to sign a comprehensive Non-Disclosure Agreement (NDA) with State Life Insurance Corporation of Pakistan prior to commencement of services. The NDA shall cover the confidentiality, protection, and non-disclosure of all data, information, records, systems, source code, credentials, and documents belonging to or related to State Life, whether in electronic or physical form.

The NDA shall remain valid during the contract period and shall continue to survive after the termination or expiry of the contract. Any breach of confidentiality or data security obligations shall result in appropriate legal action, penalties, and/or termination of the contract as per applicable laws, SLA, and tender terms.

6.9.1 Source Code Ownership & Handover:

- The successful bidder shall mandatorily provide and hand over the complete, latest, and functional source code of the website and associated applications to State Life Insurance Corporation of Pakistan. This includes all custom-developed code, third-party integrations, configuration files, database structures, deployment scripts, and technical documentation.
- State Life shall retain full intellectual property rights and unrestricted usage rights over the source code. The bidder shall not retain any proprietary claim, lien, or restriction over the delivered source code.
- Failure to provide the complete source code shall be treated as a material breach of contract and shall attract penalties and/or termination as per SLA and tender terms.

6.10 Penalty Clause

Detailed penalty structures, including but not limited to service uptime deficiencies, security breaches, support response delays, backup failures, and compliance lapses, shall be explicitly defined in the Service Level Agreement (SLA) to be signed with the successful bidder.

7. Instructions for Bidding Firms

7.1 Contact for enquiries

Enquiries regarding this tender document or any clarification thereof may be submitted through EPADS only, no later than 28-04-2026 before 1:00 p.m. Such enquiries will be responded to within two working days.

7.1.1 Pre-Bid Meeting

Pre-bid meeting will be held on 22-04-2026 at 11:30 AM. at the under mentioned venue.

Divisional Head (CPD),
Central Procurement Division, Principal Office,
5th Floor, SLIC Building No. 9
Dr. Ziauddin Ahmed Road, Karachi. (Pakistan)

7.2 Submission of Proposal

7.2.1 Availability & Download of Tender Documents

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 04-05-2026 before 11:00 AM. Technical bids will be opened on the same day at 11:30 am.

7.2.2 Submission of Bids through EPADS (Single-Stage Two-Envelope Procedure)

Bidders are required to upload their proposals on the EPADS system following the PPRA single-stage two-envelope procedure. Technical and Financial Proposals must be submitted **separately**, clearly marked as:

- Technical Proposal for Hosting of State Life Website, Email, and Security Services
- Financial Proposal for Hosting of State Life Website, Email, and Security Services.

7.2.3 Opening of Technical & Financial Proposals

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 Bid Evaluation Procedure

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 Deadline for Submission of Technical & Financial Proposals

The Technical and Financial Proposals, complete in all respects, should be submitted through E-PADS at the latest by 04-05-2026 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 the closing date and time. The Technical bids shall be opened on the same day at 11:30 am. In the presence of bidders or their authorized representatives who wish to be attend.

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.

10. 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 Technical Evaluation No = Not Considered for Technical Evaluation	Mandatory
2	<ul style="list-style-type: none"> Specify the name of the Certified Primary Server Data Centre (Tier-3 Compliant) located in Pakistan, along with valid certification from the Uptime Institute or an equivalent recognized Authority Certified Primary Server Data Centre (Tier-3 Compliant) – Location in Pakistan with Valid Certification from Uptime Institute or Equivalent Recognized Authority <p>The bidder must also demonstrate:</p> <ul style="list-style-type: none"> ISO Certification(s) e.g., ISO 9001, 27001:2015 etc. A Disaster Recovery (DR) Backup Site Located in a different city within Pakistan The vendor shall provide SSL Certificates with 2048-bit or higher encryption for the Application, Database, and Email Server. The vendor shall provide the Cloudflare 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 Hundred (PKR 100), stating that the bidder is not blacklisted, under litigation, or rendered ineligible for corrupt or fraudulent practices by any Government (Federal, Provincial, or Local) or by any public sector organization, division, or ministry.	Yes = Qualified for Technical Evaluation No = Not Considered for Technical Evaluation	Mandatory
4	The bidder must be directly engaged in all three relevant businesses: Hosting, Email, and Security Services (not by association). Compliance with all three areas is mandatory. Proposals from bidders not meeting this requirement will not be considered for technical evaluation.	Yes = Qualified for Technical Evaluation No = Not Considered for Technical Evaluation	Mandatory
5	Company Financial Status	Average turnover over the last three years (in PKR):	Mandatory

		<ul style="list-style-type: none"> • ≥ 300 million = Qualified for Technical Evaluation • < 300 million = Not Considered for Technical Evaluation 	
6	<ul style="list-style-type: none"> • Certified Cloudflare or equivalent-Experienced Engineer on Payroll (with proven working experience) 	1 or more experienced Engineers:5	5
7	<p>Location Bidders:</p> <ul style="list-style-type: none"> • Main Office / Head office • Sub office 	<p>3 office locations: 5</p> <p>2 office locations: 4</p> <p>One office: 2</p>	5
8	Valid Certifications and Memberships	<p>CDN Partner/reseller: 4</p> <p>ISO:2</p> <p>PASHA:2</p> <p>PSEB: 2</p>	10
9	Qualified technical team members engaged on payroll and/or hired as consultants	<ul style="list-style-type: none"> • Ethical Hacker=2 • Server Support Manager=2 • Senior Technical Support=2 • Certified Security Expert=2 • DBA:2 	10
10	<p>Experience of Providing Managed Email Services/Solutions (directly, not by association). Dedicated/Cloud Based</p> <ul style="list-style-type: none"> • 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	<p>Experience of Providing Server Hosting Services/Solutions (directly not by association). (Government / Corporate Sector – Pakistan)</p> <ul style="list-style-type: none"> • 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. 	2 Points per Valid Client (with POC) from Government/Corporate Sector in Pakistan Maximum = 24 Points	24

	<ul style="list-style-type: none"> List of Clients (Government or Corporate Sector – Pakistan): 		
12	<p>Experience of Providing Web and Database Security Services/Solutions (directly not by association). Government / Corporate Sector (Pakistan)</p> <ul style="list-style-type: none"> 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. 	<p>1 Point per Valid Client (with POC) from Government/Corporate Sector in Pakistan Maximum = 11 Points</p>	11
13	<p>Providing security Services for Email Servers (As per Tender Clauses)</p> <ul style="list-style-type: none"> The bidder must provide details of clients for whom security services for email servers are being provided, in accordance with the Tender Clauses. Include the number of clients with valid references. 	1 point for each client	10
14	<p>Provided Web Hosting and Email Services to Insurance Sector in Pakistan</p>	<p>Yes=5 No=0</p>	5
		Total →	100

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

Firms scoring less than 50% in the technical evaluation will be technically disqualified and shall not be considered during the opening of 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]