

**PREQUALIFICATION OF VENDORS TO OFFER CLOUD SERVICES THROUGH  
FRAMEWORK AGREEMENT WITH PSEB**

**TERMS OF REFERENCE (ToR)**

**TO**

**OFFER CLOUD SERVICES THROUGH FRAMEWORK AGREEMENT WITH PSEB -  
Phase-II**

**APRIL 2022**



Ministry of Information Technology  
& Telecommunication

DIGITAL PAKISTAN



**PREQUALIFICATION OF VENDORS TO OFFER CLOUD SERVICES THROUGH  
FRAMEWORK AGREEMENT WITH PSEB**

PAKISTAN



SOFTWARE  
EXPORT BOARD

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## PREQUALIFICATION OF VENDORS TO OFFER CLOUD SERVICES THROUGH FRAMEWORK AGREEMENT WITH PSEB

### **1. Introduction to PSEB**

Pakistan Software Export Board (PSEB) is an entity under the Ministry of IT & Telecom mandated to act as one stop shop on behalf of Government of Pakistan and ensuring of sustainable growth, development of the industry and enhancing of IT & ITeS exports. PSEB facilitates the IT industry through a series of projects and programs in infrastructure development, human capital development and company capability development. PSEB also analyzes state laws and policies related to IT industry in comparison with other countries and initiate policy interventions to better facilitate the IT industry to obtain a greater share of the global IT & ITeS marketplace.

### **2. Overview of the Program**

Software Industry is a Knowledge based economy that requires trained human capital and developed ICT infrastructure. For SMEs and especially for the entrepreneurship, capital expenditures (CapEx) and operational expenditures (OpEx) on ICT infrastructure always remain a constraint for their sustainability and rapid expansion as per business requirements. Continuous investment on ICT infrastructure to keep it technologically updated is an impediment to the growth of SMEs in IT industry.

To address the ICT infrastructure requirement of IT industry and minimize its CapEx and OpEx, best alternate is Cloud Computing model which enables ubiquitous, convenient, on-demand network access to a shared pool of configurable computing resources (networks, servers, storage, applications, services, etc.). These cloud computing services can be rapidly provisioned and released with minimal management effort or service provider interaction. This is also a need of time to encourage investment in establishing high tech, resilient and at-scale Data Centers in the country for the offering of all variants of Cloud Computing Services (IaaS, PaaS, SaaS, XaaS) to:

- o Enhanced IT flexibility and responsiveness,
- o Reduced operating costs,
- o Decreased risk, improved governance and compliance,

To cater to IT industry's need for cloud computing services, PSEB invites proposals from international and local cloud services providers to offer all variants of cloud computing services through PSEB Cloud Platform ([cloud.techdestination.com](http://cloud.techdestination.com)) at subsidized tariff. This will be a great business opportunity and contribution to the national cause as well in uplifting economic development in

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the country.

**3. Requirements**

PSEB desires to pre-qualify cloud service providers for the provisioning of multiple Cloud Computing Services on special subsidized rates for the growth of IT&ITeS/BPO sector in Pakistan. The Cloud Service Providers are requested to submit the following mandatory documents for the evaluation/selection.

| Sr. No. | Mandatory Eligibility Criteria Checklist  | Mark<br>Yes /<br>No |
|---------|---|---------------------|
| 1       | Company profile.  |                     |
| 2       | Proof of company registration.  |                     |
| 3       | The local partner/company shall have valid and active NTN   |                     |
| 4       | The local partner/company shall have valid and active GST number  |                     |
| 5       | Details of Data Centers locations, both Primary and DR site.  |                     |
| 6       | International Firm can participate directly or through its local partner/representative who shall be registered in Pakistan   |                     |
| 7       | Local partners shall have a valid document clearly authorizing the firm to offer products/services on behalf of the principal body. Such local partner shall be capable to offer highly discounted rates for PSEB member companies. |                     |
| 8       | Datacenter should be at least tier-III or tier-IV compliant or certified. Attach reference document please.   |                     |

PSEB reserves the right to disqualify companies who fail to submit the above-mentioned mandatory documents:

**4. Technical Evaluation Criteria**

Technical evaluation criteria of company's proposal are as follows.

Qualifying marks=70%

| Sr. # | Description  | Max. Score | Marks Allocation  |    |
|-------|--|------------|---|----|
| 1.    | Firm/Bidder Profile (copy of company registration) | 10         | Years of registered establishment of cloud services (01 mark for each year) | 10 |
| 2.    | Financial Strength (revenue from cloud)            | 10         | Annual turnover up to PKR 50+ mil   | 10 |



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|-----|--|----|--|----|
|     | service only)  |    | Annual turnover PKR 31-50 mil  | 07 |
|     |  |    | Annual turnover PKR 10- 30 mil   | 05 |
| 3.  | Transfer of knowledge  | 10 | Training for the designated staff of PSEB to comprehensively understand the cloud products/services and to market them in collaboration with CSP partner. Specify the list of trainings. | 10 |
| 4.  | Offering of various variants of Cloud Services   | 15 | 03 marks for each variant of CCS.  | 15 |
| 5.  | Cloud Migration support model  | 10 | What type of services? If any is available to assist and support customers to migrate to cloud services.   | 10 |
| 6.  | Vendor Lock-in & Exit terms.   | 10 | Provide policies around data access, data location and jurisdiction, confidentiality, and usage /ownership rights. Policies on how to transfer data if a client decides to exit.         | 10 |
| 7.  | Disaster recovery  | 10 | Provide disaster recovery provisions, processes and ability to support data preservation, recovery time, scheduling, backup, restore, integrity checks, etc.                             | 10 |
| 8.  | List and contact details of corporate clients of IaaS, PaaS, SaaS etc., services.        | 05 | If data privacy rules are restricting to share contact info, then share the name of clients and the list of services being provided.   | 05 |
| 9.  | Certification in InfoSec.  | 10 | Like ISO27001:2013   | 10 |
| 10. | Cloud Certification  | 10 | Like ISO27017/18   | 10 |
| 11. | Any other Certification/ detail that firm considers important for offering Cloud Service | 10 | Details may please be shared   | 10 |



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|     |  |            |   |    |
|-----|--|------------|---|----|
| 12  | Method of offering discounts/preferential pricing for PSEB (must <b>NOT</b> include any indication of pricing).  | 10         | Only methodology is required that what mechanism will be used to offer discounts. (Please do <b>NOT</b> include any indications about the amounts of discounts and pricing information) | 10 |
| 13. | Presentation regarding methodology to offer specially discounted services  | 15         | This presentation shall include, but not limited to, list of services, standard tariffs, including a comprehensive marketing plan, payment plans/ process, etc.                         | 15 |
| 14. | Technical Support and SLA at International Standards<br><br>24/7/365 technical support facility strictly compliant to SLA. Market feedback will be part of this evaluation | 25         | Incident response time  | 05 |
|     |  |            | Avg. problem resolution time  | 05 |
|     |  |            | Service availability in each calendar month   | 05 |
|     |  |            | Escalation Matrix for support   | 05 |
|     |  |            | Downtime vs. %age rebates shall be mentioned with clarity.  | 05 |
|     | <b>G. Total</b>  | <b>160</b> |   |    |

**5. Disqualifications**

The bidder company shall be disqualified if:

- a. it is involved in litigation, arbitration or any other dispute with any Govt. or Provincial body or event that may have material adverse effects on the bidder's ability to perform the contract.
- b. It's past, conduct or execution of work under contract has been poor.
- c. In case of incomplete/conditional quotations or quotations with overwriting/cutting, etc.
- d. The local firm/company is not registered with the Income Tax and Sales Tax departments.
- e. In case of International Firm, the local partner/representative is not registered with Income Tax and Sales Tax department.
- f. Any other major discrepancy is found in the proposal and/or non-compliance of the terms and conditions of the ToRs.
- g. The firms are unable to offer discounts or preferential pricing for PSEB.
- h. The firm has been blacklisted by any other government department.

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**6. General Terms and Conditions:**

- a. PSEB reserves the right to accept or reject all or any application as per PPRA rule # 33.
- b. Verification of bidder's customers and their feedback will be a part of ToR evaluation.
- c. Only one local and one International firm can participate in joint venture.
- d. The selected companies shall sign an agreement/contract with PSEB to offer the services.

**7. Proposal Submission**

The proposal should be submitted in sealed envelope and marked as "TECHNICAL PROPOSAL FOR PROVISIONING OF CLOUD SERVICES THROUGH FRAMEWORK AGREEMENT WITH PSEB". Bidders are to make sure that financial proposal is **not** part of the technical proposal in any form.

A pre-bid meeting will be held on **May 17th, 2022 at 03:00 pm**. Interested firms may join this meeting virtually through the following link:

<https://us06web.zoom.us/j/87005192092?pwd=blh6bDk3N1Z2WWgrTTRUQ0dCK1Vjdz09>

The complete technical must be submitted with one soft copy in flash disk on or before date **May 24th, 2022 at 03:00 pm** and will be open **on the same date at 03:30 pm**, at PSEB Head Office Islamabad address given under clause#9.

**8. Mailing Address / Contact Information**

**Manager Administration and HR**

Pakistan Software Export Board (G) Limited  
2<sup>nd</sup> Floor, Evacuee Trust Complex, F-5 Aga Khan Road, Islamabad  
Telephone: 051-920 4074 Fax: 051-920 4075  
E-mail: [rarif@pseb.org.pk](mailto:rarif@pseb.org.pk)  
URL: <https://techdestination.com>  
<https://pseb.org.pk>

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**Definitions**

**IaaS:** Cloud-based services, pay-as-you-go for services such as storage, networking, and virtualization.

**PaaS:** Hardware and software tools available over the internet.

**SaaS:** Software that's available via a third-party over the internet. On-premise: software that's installed in the same building as your business

**XaaS:** Any variant of Cloud Computing Services