



Ministry of Information Technology
& Telecommunication

DIGITAL PAKISTAN

**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

May 2021

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1. Introduction

Pakistan Software Export Board (PSEB) is an apex Government body mandated to promote Pakistan's IT Industry in local and international markets. PSEB facilitates the IT industry through a series of projects and programs in infrastructure development, human capital development and company capability development. PSEB also analyses state laws and policies related to IT industry in comparison with other countries. Through its various support programs, PSEB aims to help Pakistani IT companies and IT professionals in obtaining a greater share of the global IT and ITeS marketplace.

2. ICT Infrastructure Services

To facilitate the development of the local IT industry by extending all possible help to prosper foreign and domestic investors, Pakistan Software Export Board (PSEB) has established Software Technology Parks (STPs). PSEB has also established Data Nodes Network in these STPs to provide all required ICT services through One Stop Shop for quick setup of IT business in the STPs.

Dedicated high-speed data connectivity acts as catalyst for rapid development/growth of software and IT enabled service companies. The Data Node Network is currently offering the following services:

- Internet Bandwidth of any capacity on fiber optic backbone through state-of-the-art infrastructure
- Provision of IP connectivity to the IT & ITeS companies within 24 hours.
- Infrastructure as a Service (IaaS) through PTCL Cloud.
- Infrastructure for the termination of PRI(s)/E1(s) through optical fiber.
- Co-Location services for IT & ITeS companies to reduce CapEx and OpEx.
- Graphical Traffic monitoring system available for the subscribers
- Round the clock technical support through an automated e-Service Desk.

3. Requirements

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

Note:- (If compliant, please mention Yes, otherwise mention No in the Mark Column).

Sr. No.	Mandatory Eligibility Criteria Checklist	Mark Yes / No
1.	Company profile.	
2.	Proof of company registration.	
3.	Details of Data Centers locations, both Primary and DR site.	
4.	International Firm can participate directly or through its local partner/representative who shall be registered in Pakistan	
5.	Datacenter should be tier-III or tier-IV compliant or certified. Attach reference document.	



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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 service only)	10	Annual turnover up to PKR 50+ mil	10
			Annual turnover PKR 31-50 mil	07
			Annual turnover PKR 10- 30 mil	05
3.	Transfer of knowledge	05	Training for the designated staff of PSEB to comprehensively understand the product and to market the services.	05
4.	Offering of all the three services (IaaS, PaaS, SaaS)	15	05 marks for each type 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
12	Method of offering discounts/preferential pricing for PSEB (must NOT include any indication of pricing).	10	Only methodology is required that what mechanism will be used to offer discounts. (Please do NOT include any indications about the amounts of discounts and pricing information)	10
13.	Technical Support and SLA at International Standards 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
G. Total		140		140

5. Disqualifications

The bidder company shall be disqualified if:

- a. The company 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. PSEB will not entertain incomplete/conditional quotations or quotations with overwriting/cutting, etc.
- d. The firm/company is not registered with the Income Tax and Sales Tax departments.
- e. In case of International Firm is participating, the local partner/representative is not registered with Income Tax and Sales Tax department.
- f. Any other major discrepancy found in the proposal and/or non-compliance of the terms and conditions of the ToRs.
- g. The firms participating without explicit nomination from the Principal body for this specific project will not be considered eligible to participate in the bidding process.
- h. The firms unable to offer discounts or preferential pricing for PSEB.
- i. The firm has been blacklisted by any other government department.

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. The selected companies shall sign an agreement/contract with PSEB to offer the services.
- d. The companies shortlisted under technical evaluation will be requested to submit product pricing and the discounts strategy.

7. Proposal Submission

The proposal should be submitted in sealed envelope and marked as "TECHNICAL PROPOSAL FOR PROVISIONING OF CLOUD SERVICES IN JOINT VENTURE 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 **June 15, 2021 at 03:00 pm**. interested firms may join this meeting virtually through the following link:

<https://zoom.us/j/95587673262?pwd=a1ovMGp2ay9VYm9JbE44SEozMWduZz09>

The complete technical must be submitted with one soft copy in flash disk on or before date **June 24, 2021 at 03:00 pm** at PSEB's Islamabad Office address, given below.

8. 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

9. Mailing Address / Contact Information

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