

**“PREQUALIFICATION OF CLOUD SERVICES PROVIDERS”**

**Ref No.: EXIM/PROC/IT-01/2023**

1. EXIM Bank of Pakistan Limited has been established by the Government of Pakistan with an objective to promote, expand and provide diversification of the Export base at Pakistan and to encourage businesses by providing financial instruments/facilities to work on Import substitution products etc. invites sealed proposals from experienced Cloud Services Providers having valid registration with tax and other relevant authorities, for pre-qualification of Cloud Services Providers vendors’ panel. The companies submitting their proposals must be appearing on Active Taxpayers List issued by Federal Board of Revenue.
2. Pre-Qualification (PQ) Documents, containing all information including instructions for preparation and submission of pre-qualification proposals, evaluation criteria etc. can be downloaded by the interested applicants from PPRA website [www.ppra.org.pk](http://www.ppra.org.pk) and EXIM website [www.eximbank.gov.pk](http://www.eximbank.gov.pk) and can also be obtained from the office of undersigned during office hours.
3. Pre-qualification proposals, prepared in accordance with the instructions provided in the Pre-Qualification Documents, must reach at following address on or before **10<sup>th</sup> January, 2023** at **1500 Hrs**. Pre-Qualification proposals will be opened on the same day at **1530 Hrs**. In case the day of Pre-Qualification proposals’ submission and opening falls on a public holiday, the next working day shall be considered as the deadline for the same.

**Head of Procurement Committee**  
**Exim Bank of Pakistan Limited**  
**Office 510-512, 5th Floor, Evacuee Trust Complex,**  
**F-5/1, Islamabad, Pakistan**  
**Email: Procurement@eximbank.gov.pk**

**Pre-Qualification (PQ) Documents**

**“PREQUALIFICATION OF CLOUD SERVICES PROVIDERS”  
EXIM/PROC/IT-01/2023**



**Ref No. EXIM/PROC/IT-01/2023**

**PQ Proposals Submission: 10<sup>th</sup> January, 2023 by 1500 Hrs.**

**PQ Proposals Opening: 10<sup>th</sup> January, 2023 at 1530 Hrs.**

**TABLE OF CONTENTS:**

**Table of Contents**

<b>SECTION-I: GENERAL .....</b>	<b>4</b>
<b>SECTION-II: INVITATION FOR PRE-QUALIFICATION (IFP) .....</b>	<b>4</b>
<b>SECTION-III: INSTRUCTIONS TO APPLICANTS (ITB).....</b>	<b>5</b>
<b>SECTION-IV: SCOPE OF WORK .....</b>	<b>8</b>
<b>SECTION-V: ELIGIBILITY AND QUALIFICATION CRITERIA.....</b>	<b>12</b>
<b>SECTION-VII: COMPLIANCE WITH PRE-QUALIFICATION DOCUMENT... </b>	<b>14</b>
<b>SECTION-VIII: ANNEXURES .....</b>	<b>15</b>

## **SECTION-I: GENERAL**

### **Introduction**

The Government of Pakistan (“GoP”) has established the EXIM Bank of Pakistan Limited (“EXIM Bank”) with an objective to promote, expand and diversify the export base of the country by providing Export Credit insurance, Lending facilities etc. for setting up export oriented and import substitution projects. The EXIM Bank will also provide guarantees, insurance, financing and other supporting services.

EXIM BANK intends to pre-qualify capable companies for acquiring cloud services, hosted within Pakistan, on as and when required basis.

### **SECTION-II: Invitation for Pre-qualification (IFP)**

- a) EXIM BANK intends to invite proposals from eligible, cloud capable entities/ companies for the provision of cloud services on as and when required basis.
- b) The eligible Applicants will be placed on EXIM BANK’s panel to provide the said required services on as and when required basis.
- c) Pre-qualification is open and available to Applicants with valid NTN and Sales Tax Registration (if applicable), enlisted on Active Taxpayers List (verifiable from FBR official portal or otherwise) and must fulfill all legal criteria of registration.
- d) A Single Stage, One Envelope procedure shall be adopted as per Rule 36 (a) of the Public Procurement Rules, 2004.
- e) Proposals shall be valid for a period of 90 days.
- f) The prospective applicant may request clarification on any aspect of this PQ document till **3<sup>rd</sup> January, 2023**. Any request for clarification must be sent in writing to [procurement@eximbank.gov.pk](mailto:procurement@eximbank.gov.pk)
- g) EXIM Bank will respond by electronic mail to any request for clarifications. A consolidated matrix of all queries along with respective responses will be sent to prospective applicants without disclosing details of the applicants. An SMS/text message or phone call will not be regarded as a communication for purpose of this PQ document and cannot be referred as such and shall not be deemed legally binding. EXIM Bank foresees that while clarifying a query, a prospective applicant’s identity may need to be disclosed due to nature of the query, the prospective applicant, in such case, will have no objection to such disclosure by EXIM Bank.

- h) Pre-qualification proposals for Pre-qualification must be delivered, in sealed envelopes, by hand to the office of undersigned on or before:

**Head of Procurement Committee**

EXIM Bank of Pakistan

Office No. 510-512, 5<sup>th</sup> Floor, Evacuee Trust Complex, Islamabad

**“PREQUALIFICATION OF CLOUD SERVICES PROVIDERS”**

- i) EXIM BANK may reject all bids or proposals at any time prior to the acceptance of a bid or proposal at the sole discretion of EXIM Bank.
- j) Applicants will be informed, in due course, of the result of the evaluation of proposals. Only ‘Cloud Service Providers’ (CSPs) / Applicants, who are prequalified under this process will be invited for submission of financial bid / quotations for specific services on the basis of as and when required.

**SECTION-III: INSTRUCTIONS TO APPLICANTS (ITB)**

- a) EXIM BANK will prequalify and enlist prospective Applicants from among those who have submitted their proposals in accordance with the requirements of EXIM BANK for the provision of services described herein.
- b) The Prequalified Applicants shall be offered the chance to submit their financials proposals/quotations, in response to Request for Proposal (RFP) document, on as and when required basis and order shall be placed to successful vendor in accordance with RFP terms and conditions.
- c) The Proposals shall be prepared in English language. Any printed literature/documents/certificates etc. furnished by the applicants in another language shall be accompanied by an English translation which shall govern for purposes of interpretation.
- d) EXIM BANK of Pakistan shall reject any application in case of non-compliance with the requirements.
- e) The Applicants must respond to all questions and provide complete information as advised in this document. Failure or shortcomings to provide required and essential information shall result in dis-qualification of the Applicant.
- f) The prequalification or enlistment of Applicants does not constitute or create a retainership.

- g) The Applicants shall bear all costs associated with the preparation and submission of their respective Proposals and EXIM BANK will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the prequalification process.
- h) EXIM BANK requires that Applicants under their contracts to observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy following terms are defined as hereunder;
- i. “corrupt practice” includes offering, giving, receiving or soliciting, directly or indirectly, of anything of value to influence improperly the actions of another party;
  - ii. “fraudulent practice” includes any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;
  - iii. “collusive practice” include an arrangement between two or more parties designed to achieve an improper purpose, including to influence improperly the actions of another party;
  - iv. “coercive practice” includes impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;
  - v. “obstructive practice” includes deliberately destroying, falsifying, altering or concealing of evidence material to the investigation or making false statements to investigators in order to materially impede EXIM BANK investigation into allegations of a corrupt, fraudulent, coercive or collusive practice; and/or threatening, harassing or intimidating any party to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation, or EXIM BANK has a right to immediately reject a proposal for award if it determines that the Applicant recommended for award has, directly or through an agent, engaged in afore stated practices.
- i) A panel of ‘Cloud Service Providers’ (CSPs)/ Applicants, will be selected after an open and transparent PQ process in accordance with Public Procurement Regulatory Authority (PPRA) Ordinance, 2002, and Rules, Regulations and Guidelines made thereunder.
- j) The Prequalified ‘Cloud Service Providers’ (CSPs)/ Applicants, will be issued a Letter of Enlistment initially as per Annexure-C, for period of three (03) years as per open frame agreement. The Applicants shall abide by all terms and conditions stipulated therein.
- k) Applicants shall ensure that the documents/information submitted with EXIM Bank is true and correct. Misleading information or any forged document (whenever it is noticed) will lead to the termination of service immediately and strict legal action will

be taken against the ‘Cloud Service Providers’ (CSPs)/ Applicants, which may lead to blacklisting of the Applicant.

- l) Applicants are under obligation to read and understand complete document, EXIM Bank shall not be responsible towards the Applicants for any of their claim or complaint which may arise in result of non-reading or misreading document by Applicants.
- m) EXIM Bank is the originator of document, any clarification or interpretation communicated by EXIM BANK, whether in response of a query or otherwise, shall be deemed final, conclusive and will remain unquestioned.
- n) Applicants shall not contact EXIM Bank on the matter relating to their Pre-Qualification Document from the time of opening till the time, the evaluation is finalized, and official communication is sent to them. Any effort by the Applicant to influence EXIM Bank in the Pre-Qualification Document evaluation shall result in the rejection of his proposal.
- o) The original Pre-qualification proposals shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the Applicant. Any such corrections must be initialed by the person or persons who sign(s) the Pre-qualification proposals.
- p) An authorized representative of the Applicant(s) should initial on all pages of the Pre-qualification proposals.
- q) EXIM BANK will examine the Proposals to determine completeness, general orderliness, and sufficiency in responsiveness.
- r) The Pre-qualification proposals shall be prepared and submitted together in a plain sealed envelope and one (01) soft copy on a USB.
- s) The pre-qualification proposal shall be clearly marked with the following: -

**Pre-Qualification Proposal**

**“PREQUALIFICATION OF CLOUD SERVICES PROVIDERS”**

**Tender ID: EXIM/PROC/IT-01/2023**

**From: Applicant Name, Address and Contact number.**

- t) The Applicants must provide its contact details including postal addresses, telephone numbers, email and website (if applicable) along with contact persons with the proposal.

- u) The Proposals shall be submitted before **10<sup>th</sup> January, 2023 at 1500 Hrs.** and opened accordingly at **1530 Hrs.** in front of all the Applicants or their representatives who chose to be present.
- v) EXIM Bank may reject any or all proposals at any time prior to its acceptance at the sole discretion of EXIM Bank.
- w) In case of Local/National holiday on the submission date, the proposal can be submitted on next working day. The proposal shall be submitted at the same time as defined in prequalification documents.
- x) The Pre-qualified Applicants will be expected to commence the services on receipt of instructions from EXIM Bank.

## **SECTION-IV: SCOPE OF WORK**

### **A. OBJECTIVES**

- a) To enlist the capable and eligible ‘Cloud Service Providers’ (CSPs) / Applicants, for providing the services as and when required by EXIM Bank.
- b) To ensure cost effective Services to EXIM Bank by Applicants.
- c) To ensure timely services of Applicants.
- d) To render excellence in quality, innovation, & cost-effective services in relation to the required resources/services.

### **B. SCOPE OF WORK**

The scope of work includes the following:

**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 as a service

#### **Software Warranty:**

- e) Applicant warrants that the Software will perform in accordance with the Documentation.
- f) Software licenses will be provided by the Applicant and licenses should be verifiable from the principal, where applies.

### **Technical Specifications**

#### **Scope:**

- a) Cloud services including IaaS, PaaS, SaaS
- b) Installation & Support of products



- c) Installation and Commissioning of the software shall be the responsibility of the successful Applicant.
- d) 24x7 support
- Incident response time
  - Avg. problem resolution time
  - Service availability in each calendar month
  - Escalation Matrix for support
  - Downtime vs. %age rebates shall be mentioned with clarity.

### **Technical Specifications**

Sr.	Technical Requirements
1	EXIM Bank’s internal/ external auditors and Regulators (SECP/SBP) have right to conduct audit and on-site inspection of the CSP or its subcontractor. Further, there should be no restriction or prohibition on visit by audit or SECP/SBP staff or such visits are otherwise not impractical. In case, where audit cannot be conducted for a valid reason(s), EXIM Bank may rely on internationally recognized third party certifications and reports made available by CSP. However, reliance on these third-party certifications and reports shall be supported by adequate understanding and review of the scope, the methodology applied therein and the ability of third party and CSP to clarify matters relating to the audit. These reports shall be shared with SECP / SBP as and when required. The bidders shall adhere to all SBP’s Cloud service requirements during the contract period.
2	Applicant will be responsible for Annual Basis Vulnerability Assessment and Penetration Testing (VAPT) activity along with all the remediation activities
3	EXIM Bank’s data is encrypted at database level, storage level and during network transmission and shall be logically segregated from other data held by the (Cloud Service Providers) CSPs, where applies.
4	The arrangement does not contain a lock-in clause. In case of exit from cloud services, EXIM Bank shall have contractual rights to continue with the arrangement until such time, an EXIM Bank is able to switch to a substitute arrangement.
5	Data transferability and portability from one CSP to another and its purging/ deletion in case of exit.
6	CSP complies with Regulators requirement for provision of data/ information relating to EXIM Bank’s operations.
7	Disclosure of EXIM Bank data to any third-party by CSP is prohibited without approval of EXIM Bank.
8	Provider must have his own Geo Redundant Data Centers in at least 2 cities in Pakistan
9	Provided solution must have Self-Enable Portal (for Addition/deletion & full Resource management of VMs)
10	Multiple site visibility on single portal
11	Provided Solution must have auto-scale feature

12	Enterprise grade SAN storage with SAN storage level data encryption
13	Latest hardware and clustered Infrastructure
14	Encrypted data disk feature
15	ISO-27001 or equivalent Certified Infrastructure
16	Certified Engineers (Cloud and Security Certifications)
17	Cloud Service Provider must have Primary as well as Disaster Recovery Data Centers. These data centers can be either owned by the Applicants or run through co-location arrangement.
18	Provided solution must have Provisioning of VM Performance Monitoring tool using Self-Enable Portal, Customer can Monitor VM's Performance CPU/ RAM/ Network & IOPS.
19	Provided Solution must provide customer to setup Alerts options using self-Enable portal
20	The provided solution must have provisioning of single click failover to DR Site for DR drill exercise.
21	Provider must have provisioning of monthly snapshots
22	Provided solution must have provisioning of auto failover to DR Site
23	Backups replication on DR site
24	Backup retention: Daily       – 7 Days Weekly     – 1 Month Monthly – 1 Year Yearly     – 11 Year
25	Connectivity with cloud infrastructure using MPLS network
26	Handholding and training of bank resources to manage the cloud operations and services

The minimum requirements are mentioned under “SECTION-V ELIGIBILITY AND QUALIFICATION CRITERIA” below and non-compliance to those criteria will lead to direct disqualification.

**Technical Evaluation Criteria:**

Sr.	Description	Max Score	Marks Allocation	
1	Firm/Applicant 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 PKR 20+ million	10
			Annual turnover PKR 10+ million to 20 million	7
			Annual turnover PKR 10 million	5

3	Transfer of knowledge	05	Training for the designated staff of EXIM to comprehensively understand the product.	5
4	Offering of all the three services (IaaS, PaaS, SaaS)	15	05 marks for each type of cloud services.	15
5	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
6	Disaster recovery	10	Provide disaster recovery provisions, processes and ability to support data preservation, recovery time, scheduling, backup, restore, integrity checks, etc.	10
7	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
8	Certification in InfoSec.	10	Like ISO27001	10
9	Cloud Certification	10	Like ISO27017	10
10	Any other Certification/ detail that firm considers important for offering Cloud Service	10	Details may please be shared	10
11	Technical Support and SLA at International Standards 24/7/365 technical support facility strictly compliant to SLA.	25	Incident response time	5
			Avg. problem resolution time	5
			Service availability in each calendar month	5
			Escalation Matrix for support	5
			Downtime vs. %age rebates shall be mentioned with clarity.	5
<b>Grand Total</b>		<b>120</b>		<b>120</b>

- **Minimum Score Required to Qualify is 70%**
- **Responses shall detail all the necessary information required to score the respective point, and or technical specifications.**

## SECTION-V: ELIGIBILITY AND QUALIFICATION CRITERIA

1. Applicants shall submit all relevant documents, in their proposals, required to evaluate/assess the applicants as per the criteria mentioned hereunder. Applicants shall be evaluated only on the basis of the documents provided in the proposals. Provision of relevant and clear/unambiguous documents shall be the responsibility of the applicants. Documents/details shall be provided in a manner that the required information is clearly mentioned/highlighted/marked. All supporting documents e.g. company profile, incorporation certificates, experience certificates, testimonials, client details, previous contracts/purchase orders/work orders, personnel profiles/CVs, documents related to financial strength etc. must be available and clearly identified in the proposal.
2. In addition to the documents mentioned at serial 1 above, applicants shall provide the following. Proposals of the applicants who do not fulfil the below requirements shall be considered as disqualified.
  - a. Copies of their NTN/STRN registration certificates. The applicants should be on Active Taxpayers List of FBR; and
  - b. Proof of incorporation/ registration under laws of Pakistan such as SECP certificate.
  - c. Signed & stamped Form of Letter of Application as per the format given at Annexure-A.
  - d. The Applicants shall provide an undertaking on Legal Paper that they have not been declared insolvent or blacklisted by any Government/Semi-Government institution/organization as per Annexure-B.
3. The evaluation committee shall evaluate the proposals on the basis of responsiveness to the Scope of Work and evaluation criteria provided herein. The following criteria shall be used for evaluating competencies of the applicants.
4. EXIM Bank desires to pre-qualify cloud service providers through framework agreement for the provisioning of multiple Cloud Computing Services on special subsidized rates in Pakistan. The Cloud Service Providers are requested to submit the following mandatory documents for the evaluation/selection.
5. The Applicants must fulfil the following mandatory requirements to qualify:

S/N	Mandatory Requirements
1.	Complete Company Profile
2.	The Applicant must possess valid NTN & GST registration.
3.	The Applicant should provide proof of incorporation/ registration under laws of Pakistan such as SECP certificate.

4.	Details of Data Centers locations, both Primary and DR site.
5.	Datacenter should be tier-III or tier-IV compliant or certified.
6.	Cloud hosted in Pakistan
7.	ISO 27001 or equivalent certification
8.	Geo Redundant Data Centers in at least 2 cities in Pakistan
9.	Applicants must provide details / list of at least five (5) corporate clients (preferably FIs/DFIs/Banks) for which they have provided cloud services in the last three years. Documentary evidence shall be required in this regard.
10.	Applicants must provide last financial years bank accounts statements indicating annual financial turnover of more than PKR 10,000,000/- (Pak Rupees Ten Million Only) from cloud services only.
11.	Applicants shall have appropriate technical and support teams. The details of the offices and teams shall be provided with qualifications & certifications.

In order to show fulfilment of abovementioned mandatory requirements, the Applicants are required to submit the following documents with their proposals and use the following table as index:

S/N	Mandatory Requirements	Comply (Yes/NO)	Reference Page in PQ Proposal
12.	Complete Company Profile		
13.	The Applicant must possess valid NTN & GST registration.		
14.	The Applicant should provide proof of incorporation/ registration under laws of Pakistan such as SECP certificate.		
15.	Details of Data Centers locations, both Primary and DR site.		
16.	Datacenter should be tier-III or tier-IV compliant or certified.		
17.	Cloud hosted in Pakistan		
18.	ISO 27001 or equivalent certification		

19.	Geo Redundant Data Centers in at least 2 cities in Pakistan		
20.	Applicants must provide details / list of at least ten (5) corporate clients for which they have provided cloud services in the last three years. Documentary evidence shall be required in this regard.		
21.	Applicants must provide last financial years bank accounts statements indicating annual financial turnover of more than PKR 10,000,000/- (Pak Rupees Ten Million Only) from cloud services only.		
22.	Applicants shall have appropriate technical and support teams. The details of the offices and teams shall be provided with qualifications & certifications.		

#### **SECTION-VII: COMPLIANCE WITH PRE-QUALIFICATION DOCUMENT**

- a) Compliance against relevant clauses and sub-clauses of the Prequalification document shall be shown by signing & stamping each page of pre-qualification document by authorized representative of Applicants as per clause 3 of the Letter of Application.

**SECTION-VIII: ANNEXURES**

**ANNEXURE-A: PRE-QUALIFICATION APPLICATION  
(LETTER OF APPLICATION)**

*[Letterhead paper of the Applicant, including full postal address, telephone no., fax no., and e- mail address]*

Date: .....

To,  
Head of Procurement Committee,  
EXIM Bank of Pakistan  
Office # 510-512, 5<sup>th</sup> Floor,  
Evacuee Trust Complex, F-5/1,  
Islamabad.

Dear Sir/Madam

1. I/we, the undersigned, being duly authorized to represent and act on behalf of ..... (hereinafter “the Applicant”) have reviewed and fully understood all the prequalification information provided by EXIM BANK, the undersigned hereby apply to be prequalified as a Applicants for the “Cloud Service Providers” bearing Prequalification No.-----.
2. EXIM BANK and its authorized representatives are hereby authorized to conduct any inquiries or investigations to verify the statements, documents, and information submitted in connection with this application, and to seek clarification from our bankers and clients regarding any financial and technical aspects. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves or the authorized representative to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.
3. EXIM BANK and its authorized representatives may contact the following persons for further information, including General and Managerial Inquiries, Personnel Inquiries, Technical Inquiries, Financial Inquiries, if and when needed.

S#	Name	Designation	Contact Information
1.			
2.			
3.			

4. This application is made with the full understanding that:
  - (a) Applications by prequalified Applicants will be subject to verification of all information submitted for prequalification at the time of PQ process;
5. I/We confirm that in the event that I/we bid, that bid as well as any resulting contract will be signed so as to legally bind me/us jointly and severally.
6. The undersigned declare that the statements made and the information provided in the duly completed application are complete, true, and correct in every detail.

For and on behalf of	
Signature	
Name	
Designation	



**ANNEXURE-B: BLACKLISTING UNDERTAKING**

*[Letterhead paper of the Applicant, including full postal address, telephone no., fax no., and e- mail address]*

I ----- son of ----- CNIC ----- resident of ----- working with ----- as ----- and being an authorized representative and authority to sign off this undertaking do hereby solemnly affirm and declare that we have participated in the tender for provision of procurement of ----- having Tender # ----- We further declare that the Company/Firm namely ----- has never been blacklisted from Government/Semi-government organizations.

Further declare that the contents of above-mentioned undertaking is true and correct to the best of our knowledge and belief and nothing has been concealed there from.

Deponent \_\_\_\_\_

**ANNEXURE-C: LETTER OF ENLISTMENT**

Islamabad: Dated:

Name of Vendor: \_\_\_\_\_

Representative: \_\_\_\_\_

Address: \_\_\_\_\_

**Subject: Pre-qualification of Cloud Services Providers**

Dear Sir,

Thank you for submitting proposal in Pre-qualification process as cited above in subject.

We, at EXIM Bank are pleased to inform you that your firm has been pre-qualified for provision of Cloud Services for period of three (03) years from Dated: \_\_\_\_\_ to \_\_\_\_\_ on as and when required basis.

Financial proposals for any requisition arise regarding the subject mentioned shall be called upon for during the period through Request for Proposal (RFP) document on as and when required basis and as per scope of work mentioned in pre-qualification document.

Kind Regards

**Competent Authority  
EXIM Bank of Pakistan**