

**PUBLIC PROCUREMENT REGULATORY  
AUTHORITY (PPRA)**

**CONTRACT AWARD PROFORMA – I**

- NAME OF THE ORGANIZATION/DEPTT. **Securities and Exchange Commission of Pakistan**
- FEDERAL / PROVINCIAL GOVT. **Federal**
- TITLE OF CONTRACT **Cloud Services IaaS for SECP**
- TENDER NUMBER **T#21/22-23**
- BRIEF DESCRIPTION OF CONTRACT **Renewal of cloud services already in use of the SECP**
- TENDER VALUE **Rs.6.0 M**
- ENGINEER'S ESTIMATE **NA**  
(for civil Works only)
- ESTIMATED COMPLETION PERIOD **12-16 weeks**
- WHETHER THE PROCUREMENT WAS INCLUDED IN ANNUAL PROCUREMENT PLAN? **YES**
- ADVERTISEMENT :
  - (i) PPRA Website **28-Apr-2023, TS509242E**
  - (ii) News Papers **29-April-2023, Jang & The Nation**
- TENDER OPENED ON (DATE & TIME) **11:30 AM on 16-May-2023**
- NATURE OF PURCHASE **Local**
- EXTENSION IN DUE DATE (If any) **No**

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- NUMBER OF TENDER DOCUMENTS SOLD **N/A (provided free of cost)**
- WHETHER QUALIFICATION CRITERIA WAS INCLUDED IN BIDDING/ TENDER DOCUMENTS **YES (Enclosed)**  
(Also, details are available on link <https://www.secp.gov.pk/procurement/>)
- WHETHER BID EVALUATION CRITERIA WAS INCLUDED IN BIDDING/TENDER DOCUMENTS **YES (Enclosed)**
- WHICH METHOD OF PROCUREMENT WAS USED: - (Tick one)
  - a) SINGLE STAGE – ONE ENVELOPE PROCEDURE \_\_\_\_\_
  - b) **SINGLE STAGE - TWO ENVELOPE PROCEDURE.** \_\_\_\_\_
  - c) TWO STAGE BIDDING PROCEDURE. \_\_\_\_\_
  - d) TWO STAGE – TWO ENVELOPE BIDDING PROCEDURE. \_\_\_\_\_
- PLEASE SPECIFY IF ANY OTHER METHOD OF PROCUREMENT WAS ADOPTED WITH BRIEF REASONS (i.e EMERGENCY, DIRECT CONTRACTING, NEGOTIATED TENDERING ETC.) **NA**
- WHO IS THE APPROVING AUTHORITY **Commission SECP**
- WHETHER APPROVAL OF COMPETENT AUTHORITY WAS OBTAINED FOR USING A METHOD OTHER THAN OPEN COMPETITIVE BIDDING **NA**
- NUMBER OF BIDS RECEIVED **05**
- WHETHER THE SUCCESSFUL BIDDER WAS LOWEST BIDDER **Yes**
- WHETHER INTEGRITY PACT WAS SIGNED **No (NA)**

**PUBLIC PROCUREMENT REGULATORY  
AUTHORITY (PPRA)**

**CONTRACT AWARD PROFORMA – II**

- NUMBER OF BIDDERS PRESENT AT THE TIME OF OPENING OF BIDS **04**
- NAME AND ADDRESS OF THE SUCCESSFUL BIDDER **Multinet Pakistan Private Limited Plot No. 1D-203, Sector 30, Korangi Industrial Area, Karachi, Pakistan.**
- RANKING OF SUCCESSFUL BIDDER IN EVALUATION REPORT (i.e. 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> EVALUATED BID).
  - i. Multinet Pakistan (Private) Limited
  - ii. Cube XS Weatherly Pvt Ltd
  - iii. Pakistan Telecommunication Company Limited (PTCL)
  - iv. Cyber Internet Services
- NEED ANALYSIS (Why the procurement was necessary?) **Renewal of cloud services already in use of the SECP**
- IN CASE EXTENSION WAS MADE IN RESPONSE TIME, WHAT WERE THE REASONS (Briefly describe) **NA**
- WHETHER NAMES OF THE BIDDERS AND THEIR PRICES WERE READ OUT AT THE TIME OF OPENING OF BIDS **Yes**
- DATE OF CONTRACT SIGNING **Copy of contract enclosed.**
- CONTRACT AWARD PRICE **Rs. 8,640,000/-**
- WHETHER COPY OF EVALUATION REPORT GIVEN TO ALL BIDDERS **Yes, report has been shared with bidders through an email (report enclosed)**
- ANY COMPLAINTS RECEIVED **No**
- ANY DEVIATION FROM SPECIFICATIONS GIVEN IN THE TENDER NOTICE/DOCUMENTS **No**
- DEVIATION FROM QUALIFICATION CRITERIA **No**
- SPECIAL CONDITIONS, IF Any **NA**  
(Give Brief Description)

1 (d)

 <p>SECP</p>	<p>SECURITIES AND EXCHANGE COMMISSION OF PAKISTAN</p>
<p><b>T# 21/22-23</b></p> <p style="text-align: center;"><b><u>Invitation to Bid</u></b></p> <p>The Securities and Exchange Commission of Pakistan invites sealed bids from the authorized services providers/principal's authorized dealers/distributors/partners/resellers based in Pakistan and registered with Federal Board of Revenue/Respective Revenue Boards for Income Tax and Sales Tax and who are on Active Taxpayers List (Income and Sales tax) of the Federal Board of Revenue/Relevant Tax Authority for</p> <p style="text-align: center;"><b>Cloud Services – IaaS for SECP</b></p> <p>Bidding document for above mentioned requirement and conditions, method of procurement, procedure for submission of bids, bid security, bid validity, opening of bid, evaluation criteria, clarification/rejection of bids etc. against above requirement are available for the interested bidders from the undersigned and can also be downloaded from <a href="https://www.secp.gov.pk/procurement/">https://www.secp.gov.pk/procurement/</a></p> <p>The bids prepared in accordance with the instructions in the bidding documents, must reach undersigned on or before May 16, 2023 by 1100Hrs and will be opened on the same day at 1130Hrs.</p> <p>In case of any query, Admin Department may be contacted on Telephone No. 051-9195477/051-9195437 during office hours (Monday to Friday excluding Public Holidays)</p> <p style="text-align: center;">Mr. M. Ubaidullah Khalid, Add. Joint Director (Admin) NICL Building, 63 Jinnah Avenue, Blue Area Islamabad</p>	

1(e)

**Schedule of Requirements - Cloud Services – IaaS for SECP**

Proposals are solicited with following minimum requirements.

Interested parties with **local presence and having datacenter(s) in Pakistan only** are required to submit bids for migrating and providing infrastructure for ESXi based virtual machines on cloud IaaS for SECP. The generic requirement of the hosted VMs are as follows:

S. No.	Generic Service Name	OS Platform	Disk (in GB)	Memory (in GB)	No. of vCPUs	vCPU Frequency (in GHz)
1.	Elastic Search Server1	Linux	100	16	08	2.6 or Higher
2.	Elastic Search Server2	Linux	100	16	08	2.6 or Higher
3.	Logging Server	Linux	300	16	08	2.6 or Higher
4.	Monitoring Server	Windows	100	16	08	2.6 or Higher
5.	Mail Gateway Server	Windows	200	16	08	2.6 or Higher
6.	Website Server	Linux	300	32	16	2.6 or Higher
7.	Management Server	To manage all of the above mentioned VMs through a single (web) console				

*Table 1: Requirements for Cloud IaaS Solution*

Technical Evaluation Criteria		
S. No.	Description	Evaluation
1.	Minimum five (05) years in business	MUST
2.	Data Center in Pakistan only	MUST
3.	Daily incremental, weekly full backups with 90 days retention	MUST
4.	Availability of Shared Storage (SSD-based)	MUST
5.	SSD disk storage for all hosted VMs	MUST
6.	VM recovery from backup within four (04) hours	MUST
7.	Web Application Firewall (WAF) protection for 03 VMs (01 domain)	MUST
8.	Dedicated cPanel for website VM	MUST
9.	Class-3 SSL certificate for 01 domain	MUST
10.	DDoS Protection	MUST
11.	Next Generation Firewall (NGFW) protection for all hosted VMs with UTM bundle	MUST

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12.	Service Level Agreement (SLA) with 99.995% availability	MUST
13.	Compliance against specifications mentioned in table-1 above	MUST
14.	DNS record management for 01 domain and migration of existing DNS zones, if required	MUST
15.	DNS records addition, modification, and deletion (within 02 hours) as and when required	MUST
16.	At least ten (10) IPv4 usable public IP addresses	MUST
17.	At least 01Gbps upload and download with monthly traffic volume of 15 TB	MUST
18.	24x7 technical support with escalation matrix to be shared with the bid	MUST
19.	4x VPNs for accessing the hosted environment for SECP Admin users	MUST
20.	Monitoring and availability reports of entire hosted infrastructure on monthly/quarterly, and on demand basis	MUST
21.	The bidder shall have approved disaster recovery procedures in place and SECP data and VMs should be available in case of a disaster.	MUST

*Table 2: Technical Evaluation Criteria*

**NOTE:**

- Provisioning of Management Server for managing all VMs through a single (web) console is responsibility of the service provider
- Service provider must have a call center with 24x7x365 availability and a UAN for complaint logging and escalation
- Exact timelines for server provisioning and availability must be clearly mentioned in the proposal
- The service provider data center **MUST** be located in Pakistan
- Penalties will be charged for non-compliance of availability as per signed SLA
- Bids NOT in compliance with any MUST items in the evaluation criteria will NOT be evaluated and shall not be considered for financial evaluation
- The bidder must ensure that adequate cybersecurity measures are in place to safeguard SECP infrastructure against any kind of internal and external cyber threat. A list of such controls and measures shall be shared with SECP and include at least the following:
  - Surveillance and monitoring mechanism (SIEM/SOAR etc.)
  - Access Management security Measures
  - Parameter, Network, server and data security measures
- The bidder shall conduct Cyber testing (VAPT and audits) regularly on their platforms and systems and share the report with SECP.
- **Compliance with MUST requirements mentioned above should be tagged in the bid along with relevant page number/section, failing which the bid shall be rejected.**

Serial No. 819

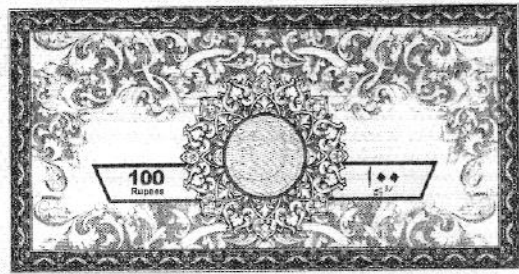
Dated 18-08-2023

Service Level Agreement  
Between  
Securities & Exchange Commission of Pakistan  
And  
Multinet Pakistan Pvt. Ltd.

AL-NOOR TRADERS  
24th Floor, D-8, F-66/2, D-8  
Sector 5, Block 8, Islamabad  
www.alnoortraders.com

Stamp: ALL RIGHTS RESERVED TO THE ISSUER OR SALES  
AGENCY OR APPROVED AGENT OR SALES AGENT  
AS THE CASE MAY BE.

A172096



SERVICE AGREEMENT

This Agreement is made at Islamabad on this 15 day of August, 2023

BY AND BETWEEN

Securities and Exchange Commission of Pakistan, NICL Building, 63 Jinnah Avenue, Islamabad, a body corporate established under section 3 of the Securities and Exchange Commission of Pakistan Act, 1997 (hereinafter referred to as the "Customer/SECP" which expression shall include its successors in interest and permitted assigns), of the one part.

AND

MULTINET PAKISTAN (PRIVATE) LIMITED, a private limited company functioning under the laws of Pakistan and having its office at Plot No. 10-203, Sector 30, Korangi Industrial Area, Karachi, Pakistan (hereinafter referred to as the "Supplier" which expression shall include its successors in interest and permitted assigns), of the other part.

The Customer and the Supplier shall individually be referred to as the "Party" and collectively as the "Parties".

WHEREAS:

- A. The Customer wishes to acquire 'Cloud Services - IaaS for SECP on Local Cloud' ("Services") as more detailed in clause 5 and Annexure I hereunder.
- B. The Supplier represents and warrants that it has the requisite expertise and sources to provide the support and Services for the Cloud Servers required by the Customer.
- C. The Customer is desirous of acquiring from the Supplier, and the Supplier is desirous of providing to the Customer, the required Services in accordance with the terms and conditions set forth in this Agreement.



Handwritten signature and date: 15/8/23

3.3 Supplier does not guarantee any Services which are reliant on any third party; however, it shall make all commercial reasonable efforts for provisioning of Services. The Customer agrees not to hold Supplier responsible or liable for any loss or damage resulting from the Customer use or interrupted use of any third party services, including without limitation any satellite carrier, internet backbone service provider or content provider.

3.4 Neither Party shall be liable for any indirect loss or indirect damage, consequential or otherwise whether special and/or punitive, including loss of profits, business, goodwill or anticipated savings, arising or of, in connection to or relating to any interruption, suspension, termination, failure, defects or problems associated with transmission, inaccuracies, errors, loss of data and breach of security in any loss, whether negligent or otherwise provided under this Agreement.

4. SERVICES:

The following Services shall be provided by the Supplier:

4.1 System Services:

- 4.1.1 Provision of cloud hosted model as per Annexure I attached hereto;
- 4.1.2 Installation, configuration and maintenance for the Contract Term;
- 4.1.3 Backup of Full VMs;
- 4.1.4 Restoration as and when required within stipulated timelines;
- 4.1.5 Firewall and Security services; and
- 4.1.6 DNS management for 1 domain, and modification/updates of record, as and when required within stipulated timelines.

4.2 Support Process

- 4.2.1 The Customer shall call and send an email to point of contact for any issue, support and/or Services. Supplier's 24x7 online support helpdesk will also be available for support where reporting of complaints can be made in accordance with the Escalation Matrix provided in Annexure I of the Agreement.

5. DISPUTE RESOLUTION

5.1 It is agreed between the Parties that any or all disputes and differences arising out of or relating to this Agreement including elucidation of its terms shall be determined through mutual negotiations of the officers of the concerned Parties. Any dispute, differences or inquiry that are not determined through mutual discussions, within fifteen (15) days of having arisen, shall be referred for arbitration in accordance with the Arbitration Act, 1940. The place of arbitration shall be Islamabad and the language of the arbitration shall be English.

6. OTHER TERMS AND CONDITIONS

6.1 In case the Customer is not satisfied with the quality and level of Services provided by the Supplier, the Customer shall call upon the concerned customer relationship officer to discuss and highlight report problems. The Customer shall also provide a brief write up on the problems being faced by the Customer to the liaison officer as email and the Supplier shall respond to problems within twenty-four (24) hours and update the Customer accordingly.



NOW, THEREFORE, in consideration of the mutual representations and covenants hereinafter set forth and for other good and valuable consideration the adequacy of which is hereby acknowledged by the Parties and the mutual benefits to be derived therefrom, the representations and warranties, conditions and promises contained herein below and intending to be legally bound, the Parties agree as follows:

1. TERM

1.1 This Agreement shall start from 15 August, 2023 (hereinafter, the "Effective Date") and shall be valid till 15 August, 2026 (the "Term"). This Agreement shall be effective from the date of execution via both Parties and shall remain in effect for a period of three (03) years or until terminated in accordance with clause 13 of this Agreement. Provided, the termination of this Agreement shall not:

- (a) relieve either Party from any expense, liability or obligation or any remedy therefore which has accrued or attached prior to the date of such termination, nor
- (b) cause either Party to lose, surrender or forfeit any rights or benefits which have been accrued prior to or at the time of termination.

1.2 Prior to the expiration of the Term, this Agreement may be extended for such further period of time as mutually agreed in writing by the Parties. When used in this Agreement, the phrase "the Term" shall refer to the entire duration of the Agreement.

2. PAYMENT AND TAXATION

2.1 The total payment against web services to be made by the Customer to the Supplier for three (03) years shall be Pak Rupees Eight Million, Six Hundred and Forty Thousand Only (PKR 8,640,000/-) (inclusive of all taxes) which shall be made on quarterly basis (at the end of each quarter) commencing from the Effective Date till the end of the Term. The quarterly payment shall be Pak Rupees Seven Hundred and Twenty Thousand Only (PKR 720,000/-) (inclusive of all taxes).

2.2 Both Parties shall be responsible for their respective tax obligations in accordance with the prevalent law.

2.3 The Supplier understands and agrees that all payments by the Customer shall be subject to deduction of applicable taxes and levies as per the applicable law(s) of the Islamic Republic of Pakistan.

3. INDEMNITY

3.1 The Supplier agrees to indemnify the Customer and save it harmless against any and all liabilities, including judgments, costs and reasonable counsel fees, for anything done or omitted by the Supplier in the execution of this Agreement, except as a result of the Customer's gross negligence, willful misconduct or bad faith or due to third party actions.

3.2 It is agreed between the Parties that the Supplier shall take due care to avoid any data loss in case of substitute and protection of hardware. The Supplier is also responsible for Full VM backup and restore as and when required.



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**10. AMENDMENT OR WAIVER**

10.1 No provision of this Agreement may be amended or waived except with the prior consultation and understanding between the Parties and other than in writing. No failure or hindrance on part of any Party hereto in exercising any right, influence or privilege hereunder or under any other document delivered in association herewith and no itinerary of dealing between the Parties shall operate as a waiver of any such right, power, or privilege. Any single or partial exercise of any rights, powers or privilege hereunder or under any other document delivered in connection herewith shall not preclude any other or further exercise thereof or the exercise of any other right, power or privilege hereunder or thereunder. The rights, powers, and remedies herein in association herewith are cumulative and not exclusive of any rights, powers or remedies that would otherwise be accessible to any Party hereto.

10.2 This Agreement shall supersede any existing arrangements and/or understandings between the Parties in relation to the terms agreed upon under this Agreement.

**11. PENALTIES**

The penalties under the Agreement for service availability are classified herewith. In the event of a failure to render the Services in conformance to the SLA as defined below, the Supplier shall be liable to refund amounts by adjusting the amounts against its quarterly invoices as follows.

Failure to conform to desired availability:

(Quarterly Service Charges for the service to SECP) Multiplied by (4x No. of hours of non-availability of service during a quarter) Divided by (No. of hours of committed service availability during the quarterly period)

OR

10% of the quarterly payment amount which is due against cloud services whichever is less. The maximum penalty under this clause shall not exceed 10% of the quarterly payment due for the cloud services.

**12. FORCE MAJEURE**

12.1 If the fulfillment by any Party hereto of any of its obligation hereunder is prevented, restricted or interfered with e.g. by reason of floods, fire, explosion, accidents, either lack of or failure of source of supply of labor, or of power, or by reason of war, revolution, civil commotion, act of public enemies, blockades or embargo or any law and order proclamation, regulation, ordinance, demand or requirement of the Government, or any or other cause, similar to those above enumerated ("Force Majeure").

12.2 The Party so affected shall as soon as it becomes aware of the occurrence of Force Majeure immediately notify the other Party, and the protection of this Clause shall become operative only from the time when such notice is given. Thereafter the Party so affected shall do all that is reasonably possible at its expense to remove or ameliorate the effect of such occurrence of Force Majeure.

12.3 In particular, neither Party shall be deemed to be in breach of this Agreement, or otherwise be liable to the other by reason of any delay in performance, nor non-performance due to any event of Force Majeure of which it has notified the other Party and the time for performance of that obligation shall be extended accordingly.



**7. CONFIDENTIALITY AND DATA PROTECTION**

7.1 The Parties agree to keep the contents of this Agreement as strictly secret and that these contents shall not be disclosed to anyone until and unless required by law. In case either Party is required to disclose the contents of this Agreement to anyone under any law, the Party disclosing this Agreement shall inform the other Party of such disclosure in writing with the reason for disclosing such information.

7.2 The Parties agree that Pakistan Telecommunication Authority (PTA) has enacted Critical Telecom Data and Infrastructure Security Regulations, 2020, which is obligatory and essential therefore both Parties agree to comply with Critical Telecom Data and Infrastructure Regulations (CTDISR) 2020 rules and regulations. Furthermore, the Customer shall be responsible for databases security, and Supplier shall not be held responsible in case any data breach occurs at the Customer's databases. ([https://www.pta.gov.pk/assets/media/essential\\_telecom\\_data\\_reg\\_2012020.pdf](https://www.pta.gov.pk/assets/media/essential_telecom_data_reg_2012020.pdf))

**8. REPRESENTATION AND WARRANTIES**

8.1 Each of the Parties hereto warrants to the other that it has the power and authority to enter into this Agreement, perform its obligations hereunder and has obtained all essential approvals to do so. The Supplier warrants and represents that its Services shall comply with all relevant and applicable laws of the Islamic Republic of Pakistan and that it will obtain and maintain during the Term all necessary license and permissions for providing Services as contemplated under this Agreement.

**9. NOTICE:**

9.1 Any notice required to be provided pursuant to this Agreement shall be in writing and may be given by delivering the same by hand as, or by sending the same by prepaid first-class post, telex or facsimile to, the registered addresses of the Parties or such other address as the Parties may notify to each other. Any such notice given as aforesaid shall be deemed to have been given or received at the time of delivery (if delivered by hand), the first Working Day next following the day of sending (if sent by telex or facsimile) and the second Working Day next following the day it is sent (if sent by post). Without prejudice to the foregoing provisions of this Clause, if the Party to which a notice is given does not acknowledge the same by the end of the third Working Day next following the day of delivery by sending, the Party giving the notice shall communicate with the Party which has not so acknowledged and, if necessary, re-deliver or re-send the notice.

9.2 Notices for correspondence shall be sent as follows:

**In respect of the Customer:**

Head of Department (Administration)  
63-NICL Building, Huzar Avenue, Blue Area, Islamabad

**In respect of Supplier:**

The Company Secretary  
Multinet Pakistan Private Limited,  
10-203, Sector 30, Korangi Industrial Area, Karachi.



**17. RELATIONSHIP**

The Parties hereby agree that no terms of this Agreement shall be construed as to portray an employer-employee relationship between the Parties and that both the Parties are acting independently and at their discretion.

**18. SEVERABILITY**

Each of the clauses of this Agreement is severable and distinct from one another and if any one or more of the clauses of this Agreement or any part thereof is or becomes invalid, illegal or unenforceable, the validity, legality, or enforceability of the remaining clauses of this Agreement shall not thereby be affected or impaired in any way.

**19. STAMP DUTY**

This Agreement shall be stamped in accordance with Stamp Act, 1899 by the Supplier.

**20. ANNEXURE(S)**

The Annexure(s) to this Agreement shall form an integral part of this Agreement and shall be interpreted accordingly.



12.4 The Parties agree that, if such inability to perform any obligations under this Agreement shall continue for a period of one (01) month, the Party other than the Affected Party shall have the right to terminate this Agreement by Notice to the Affected Party at any time thereafter. Provided additional that in case of termination under this clause, the Supplier shall immediately refund any advance payment made by the Customer to the Supplier for the period the Services were suspended due to an event of Force Majeure.

**13. TERMINATION**

13.1 Either Party may terminate this Agreement without cause by giving a 30 (Thirty) days' notice to the other Party.

13.2 In case the Supplier becomes insolvent or unable to pay its debts or perform its obligations in ordinary course of its business and/or the Supplier becomes subject to any voluntary or involuntary proceedings in bankruptcy, liquidation, dissolution, receivership, attachment or composition, or makes a general assignment for the benefit of creditors, this Agreement shall stand terminated immediately and the Supplier shall become liable to immediately refund any advance payment made by the Customer with respect to this Agreement.

13.3 In case one Party commits a breach of any of its responsibilities or obligations under this Agreement, the other Party shall send a written notice specifying the breach and requiring it to be remedied within fifteen (15) business days of the receipt of a written notice.

13.4 If the breaching Party failed to remedy the breach within fifteen (15) business days of the receipt of the written notice date, then the other Party may terminate this Agreement at any time by serving Fifteen (15) days' prior written notice upon the breaching Party.

13.5 Prior to the effective date of termination, the Customer shall have a right to migrate its data and the Services being obtained under this Agreement to any other vendor of its choice. The Supplier shall cooperate fully with the Customer and the new vendor to ensure smooth transfer of data and services for the Customer in a manner which shall not cause any hindrance or obstacle for the Customer to carry on its business.

**14. ASSIGNMENT**

14.1 Neither this Agreement nor any right hereunder may be transferred, subcontracted, assigned or delegated by either Party without the preceding written consent of the other Party.

**15. GOVERNING LAWS AND JURISDICTION**

15.1 This Agreement and any addendum/amendment hereto shall be governed by the laws of the Islamic Republic of Pakistan and the Courts at Islamabad will have non-exclusive jurisdiction.

**16. SUPPORT REQUEST MECHANISM**

- Support team will be available 24 x 7
- Support call can be logged through following method
- Email to support@multinet.com.pk
- Call to: 111-247-000
- Response time: Within 15 Minutes
- Resolution Time: 2 Hours maximum





**ANNEXURE I**

**1. SCOPE OF SERVICES**

1.1 It is agreed between the Parties that the cost of the Services being provided under this Agreement shall be:  
 Specifications: Three (03) Years Plan  
 Cloud Services – IaaS for SECP on Cloud

**Infrastructure Details of VM's**

Serial Number	Service Name	OS Platform	RAM (in GB)	Memory (in GB)	Storage (in GB)	CDPE Frequency (in GHz)	
1.	Elastic Search Server1	Linux	100	16	08	2.6 or Higher	
2.	Elastic Search Server2	Linux	100	16	08	2.6 or Higher	
3.	Logging Server	Linux	300	16	08	2.6 or Higher	
4.	Monitoring Server	Windows	100	16	08	2.6 or Higher	
5.	Mail Gateway Server	Windows	200	16	08	2.6 or Higher	
6.	Website Server	Linux	300	32	16	2.6 or Higher	
7.	Management Server	To manage all of the above mentioned VMs through a single (web) console					

**Other Specifications:**

- Data Center in Pakistan only
- Daily incremental, weekly full backups with one-month retention
- VM recovery from backup within 04 hours
- Web Application Firewall (WAF) protection for 03 VMs
- Dedicated cPanel for website VM
- Class-3 SSL certificates for 01 domain
- DDoS Protection
- Next Generation Firewall (NGFW) protection for all hosted VMs
- Service Level Agreement (SLA) with 99.995% availability
- Compliance against specifications mentioned in above table
- DNS record management for 01 domain and migration of existing DNS zones, if required
- DNS records addition and modification (within 02 hours) as and when required
- At least ten (10) IPv4 usable public IP addresses
- At least 01 Gbps upload and download with monthly traffic volume of 15 TB
- SSD disk for all hosted VMs
- 24x7 technical support with escalation matrix to be shared with the bid
- Proper security measures taken for network protection against known network attacks, restricted remote access to SECP server from SECP network only.
- Performance Security shall be released upon completion of 2nd Quarter of commencement of services.



**3. SCHEDULE OF INFORMATION SECURITY REQUIREMENTS**

The Supplier must ensure that adequate cyber security measures are in place to safeguard SECP hosting against any kind of internal and external cyber threat. A list of such controls and measures shall be shared with SECP and include at least the following:

**(At the start of the Agreement)**

- o Surveillance and monitoring mechanism (SIEM/ SOAR etc.)
- o Access Management security Measures
- o Parameter, Network, server and data security measures
- o Information Security certifications
- o Cloud hosting certifications

4 The Supplier shall conduct Cyber testing (VAPT and audits) regularly (at least once a year) on their platforms and systems and share the report with SECP.

5. Supplier shall register/ get accredited from the Cloud Office, as per Pakistan Cloud First Policy, as a cloud service provider whenever applicable.

IN WITNESS WHEREOF, the Parties have executed and delivered this contract through their respective attorneys / authorized representatives on the day, month and year first above written.

For and on behalf of  
**MULTINET PAKISTAN (PVT) LIMITED**

For and on behalf of  
**Securities and Exchange Commission of Pakistan**

Name: Atif Mahmood Tahir  
 Designation: Vice President (Business)  
 Date: 21/08/23

Name: Hasnat Ahmad  
 Designation: Director/ICD  
 Date: 28/08/2023

**WITNESSES:**

Signature: [Signature]  
 Name: Abdul Tawab  
 CNIC No: 3405-0283627  
 Date: 21/08/23

Signature: [Signature]  
 Name: Hasnat Ahmad  
 CNIC No: 3405-03066-5  
 Date: 22/08/2023

**2. ESCALATION MATRIX:**

For technical support or assistance with the agreed upon service, Multinet may be contacted in the following manner:

- **Help Desk:**
- **Multinet Data Center Support: Karachi/ Islamabad/ Lahore**
- Primary line (PSTN): +92 21 37130001 (ext.6151)
- Secondary line (PSTN): +92 21 37130001 (ext.6161)

Cloud Computing		
ESCALATION MATRIX Support		
Cloud Technical Support : 24x7 Availability		
Escalation Level	Contact Details	Escalation Time (in hours)
Level 1	<b>Cloud Computing Support</b> Hotline: +92-345-2099044 / +92-345-8432601 +92-21-111-021-021 (EXT: 6303,6304) Email: cloud.support@multinet.com.pk	0 - 2 Hrs
Level 2	Name: <b>Fahad Saleem</b> Title: Assistant Manager – Cloud Operations and Support Phone: +92 345 8432601 Email: fahad.saleem@multinet.com.pk	2 - 6 Hrs
Level 2	Name: <b>Kashif Anwar</b> Title: Manager – Cloud Computing Phone: +92 344 4489114 Email: kashif.anwar@multinet.com.pk	6 - 12 Hrs
Level 4	Name: <b>Syed Abdul Salam</b> Title: Vice President Phone: +92 345 2099058 Email: abduls@multinet.com.pk	12 - 24 Hrs



14)

**EVALUATION REPORT - FINAL**  
(As Per Rule 35 of PP Rules, 2004)

1. Name of Procuring Agency Securities and Exchange Commission of Pakistan
2. Method of Procurement Single Stage Two Envelope Method
3. Title of Procurement Invitation to Bid - Cloud Services – IaaS for SECP
4. Tender Inquiry No. T#21/22-23
5. PPRA Ref. No. (TSE) TS509242E
6. Date & Time of Bid Closing May 16, 2023, 1100Hrs
7. Date & Time of Bid Opening May 16, 2023, 1130Hrs
8. No. of Bids Received 05
9. Criteria for Bid Evaluation As per Bidding Documents.
10. Details of Bid Evaluation Bid(s) found compliant to MUST requirement in the technical evaluation and quoting lowest price shall be selected.

S. No.	Bidder Name	Technical Evaluation - Compliant (Yes/No)	Total Quoted Price for 03 years	Rule/Regulation/SBD*/Policy/ Basis for Rejection / Acceptance as per Rule 35 of PP Rules, 2004.
1.	Multinet Pakistan (Private) Limited	Yes	8,640,000	Compliant to technical evaluation criteria.
2.	CubeXS Weatherly (Pvt) Ltd	Yes	14,400,000	
3.	Pakistan Telecommunication Company Limited (PTCL)	Yes	27,004,804	
4.	Cyber Internet Services (Pvt) Ltd	Yes	149,464,357	
5.	Pakistan Mobile Communications Limited (Jazz)	No	-	Not considered for financial bid opening being non-complaint as announced in the evaluation report (technical).

**Most Advantageous Bid: Multinet Pakistan (Private) Limited**

Any other additional / supporting information, the procuring agency may like to share.

  
Signature

In case of any query, please send email at [ayesha.saddiqua@secp.gov.pk](mailto:ayesha.saddiqua@secp.gov.pk)

Note: Redressal of grievances and settlement of disputes shall be dealt under PPRA Rules. Any bidder feeling aggrieved by any act of the Commission/agency after the submission of his bid may lodge a written complaint concerning his grievances not later than five days after the announcement of this bid evaluation report.