

# **TECHNICAL EVALUATION REPORT**

## **Procurement of Cloud Hosting Services**

**(Single Stage Two Envelop Procedure)**

**(National Competitive Bidding)**



**Public Procurement Regulatory Authority**

**Pakistan**

**May 16, 2022**

## TECHNICAL EVALUATION REPORT

(As Per Rule 35 of PP Rules, 2004)

1. Name of Procuring Agency: Public Procurement Regulatory Authority (PPRA)
2. Method of Procurement: Single Stage Two Envelope Procedure (Rule 36(b) of PPRA rules)
3. Title of Procurement: Procurement of Enterprise Cloud Hosting Services
4. Tender Inquiry No.: 01/2022/EPADS (PMU)
5. PPRA Ref. No. (TSE): TS476052E
6. Date & Time of Bid Closing: April 18, 2022 (12:30 PM)
7. Date & Time of Bid Opening: April 18, 2022 (02:00 PM)
8. No of Bids Received: Two (02)
9. Criteria for Bid Evaluation: Quality and Cost Based Selection (QCBS)
10. Details of Bid(s) Evaluation: Detailed Technical Evaluation

Name of Bidder	Technical Marks (out of 100)	Rule/Regulation/SBD*/Policy/Basis for Technical Rejection / Acceptance as per Rule 35 of PP Rules, 2004.
Pakistan Telecommunication Company Limited (PTCL)	94	The Bidder is declared as Technically Responsive, Eligible and Compliant with the specifications defined in the Scope of Work & Qualifies for <b>Financial Bid Opening</b> .
Pakistan Mobile Communication Limited (PMCL-JAZZ)	N/A	The Bidder is declared as Ineligible being deficient to fulfill the three (03) years relevant experience according to ITSP 39.1 (Sr. # 4 of the Eligibility Criteria); the Bidder refute to offer mandatory services (serial # ix of Scope of Work):- a. Application performance monitoring b. Container management c. Layer 7 load balancing

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

Signature: .....  
(Convener) (16<sup>th</sup> May, 2022)  
ENGR. MUHAMMAD ZUBAIR  
Director General (M&E)  
Public Procurement Regulatory Authority  
(Cabinet Division)  
Islamabad

\*Standard Bidding Documents (SBD).

NOTE: [ Financial proposal will be opened at 14:00 Hours on 23-05-2022. Subject to no grievance from any side. ]

## DETAILED TECHNICAL EVALUATION

### 3.1 Pakistan Telecommunication Limited (PTCL)

#### 3.1.1 Eligibility Assessment

S. No.	Minimum Qualifications Criteria	Compliance (Yes/No)	Page Ref#	Remarks
1)	<p>The Service provider shall be –</p> <p>A company incorporated under the provisions of Companies Act, 2017 for the last three (03) years or more.</p> <p>Or a statutory corporation</p> <p>In case of a company, it should be</p> <ul style="list-style-type: none"><li>• Registered with the FBR</li><li>• Company should have a valid STRN and NTNnumber</li></ul>	Yes	59, 60, 61, 62, 63	<ol style="list-style-type: none"><li>1. Certificate of Incorporation (1995) (page 59)</li><li>2. NTN Certificate (2003) - (Page 60)</li><li>3. Tax Payer Registration Certificate (2010) - (Page 61)</li><li>4. Sales Tax Certificate (1998) (Page 62)</li><li>5. Active Tax Payer List (Dec, 2021) (Page 63)</li></ol>
2)	<p>The Service Provider shall be the single point of contact for PPRA and shall be solely responsible for providing services, support, warranties etc.</p>	Yes	55	Contact details are provided
<b>Financial Stability</b>				
3)	<p>The Service provider shall have an average annual turnover of at least 200 million PKR for the last 3 financial years.</p> <p>The average turnover refers to the individual Bidder and not the composite turnover of its affiliates, subsidiaries / sister concerns or parent company (ies) etc.</p>	Yes	08, 14, (82-94)	<p>Bidder has claimed an average annual turnover of more than PKR 70 Billion (Page 08)</p> <p>Financial figures for the last three years have been provided (Page 14)</p> <p>Audited Financial Statements for the last three years are also annexed. (Page 82-94)</p>
<b>Project Experience</b>				





4)	Service provider shall have at least 3-years of experience of executing the cloud applications and implementation services, and shall have delivered the services of average net worth of PKR 5 Million per annum to at least each of the three (03) clients during that period.	Yes	17 - 37	Nine (09) Certificates have been provided (page 17 – 37) out of which eight (08) are above 5 million that fulfills the criterion.
<b>Office Location</b>				
5)	The Service provider shall have an office located in Pakistan	Yes	16	List have been provided.
<b>Non-Blacklisting Declaration</b>				
6)	The firm shall not be blacklisted by any procuring agency in Pakistan as well as by any international organization or foreign country.	Yes	72	Non-Blacklisting Declaration has been provided.
<b>Hosting within Pakistan</b>				
7)	Service provider must guarantee that the application hosting and the entire data shall reside on cloud within Pakistan and shall not be exchanged on any cloud outside the Pakistani borders in any case.	Yes	73	Undertaking has been provided.
<b>Compliance to Indicative Sizing &amp; Services</b>				
8)	Compliance with Indicative Hardware Sizing which includes VDCs Configurations, Hardware Resources and Requisite Features as mentioned in "Section V: Schedule of Requirements" of this document.  The bidder must submit compliance forms for the provided technical specification of required services/infrastructure including the "Eligibility Criteria Compliance Form". All items in all the tables must be quoted, in case of a deviation or non-submission of compliance sheet the proposal is liable to be summarily rejected.	Yes	50	Compliance have been provided




Tier-III compliant data center				
9)	The service provider must have at least a Tier-III compliant data center physically present within the geographic limits of Pakistan having fulfilled the redundancy/diversity parameters in accordance with the international standards.	Yes	68, 70	1. Tier III certificate issued by Uptime Institute valid till August 20, 2023 (Page 68) 2. ANSI/TIA-942-B;20173 Rated-3 Certificate issued by CERTAC (Page 70)
High Availability & Fault Tolerance (HA & FT)				
10)	The Service Provider shall be able to provide High Availability & Fault Tolerance (HA & FT) resilient features for the offered solutions.	Yes	45	PTCL claims that its PTCL Smart Cloud solution based on VMware validated design ensures High Availability.
Disaster Recovery (DR)				
11)	The service provider must be able to provide disaster recovery (DR) The recovery point objective (RPO) & recovery time objective (RTO) should be preferably near-to-zero but not more than 30 minutes.	Yes	08, 43, 44	1. Average RPO of 15 minutes and RTO of 30 minutes has been committed by PTCL (Page 08) 2. Disaster Recovery as a Service details have been provided (Page 43)
Use of Already procured licenses				
12)	The service provider must be able to make provision for installation/use of all the software i.e. Platform/OS, database, applications, antivirus etc. already procured by the Authority on perpetual and/or subscription basis without any additional cost or imposing any conditions or restrictions on using these already procured licenses.	Yes	08, 50	PTCL has committed to fully comply with the requirements of installations and provision for Platform /OS /DBs/application & antiviruses etc. for utilizing the already procured software of all types by the authority.
Multiple Service Models for IAAS				
13)	The service provider must be able to provide multiple options for cloud hosting including resource pool, virtual private servers (VPS), Virtual dedicated servers (VDS), dedicated storage etc.	Yes	41, 42	PTCL Smart Cloud Offerings have been mentioned on page 41.
Integration with external entities				

14)	The service provider must provide connectivity options using VPN tunnels & Point-to-Point connections using secure protocols for communicating with external entities.	Yes	8, 47	PTCL commits to provide VPN tunnels & Point-to-Point connections with details of PTCL Managed Security Services and PTCL Next Generation Firewall Services (on page 47).
<b>Uptime</b>				
15)	The service provider must provide a minimum guaranteed uptime of 99.9%.	Yes	8	PTCL has committed to provide 99.95% uptime SLA
<b>Backup Provisions</b>				
16)	The Service Provider must have backup services having backup provisions for all types of backups i.e. incremental, differential, full & mirror backups on as-and-when-needed basis including any defined schedule i.e. hourly, daily, weekly as decided by the Authority. The backup provision must allow to follow 3-2-1 backup strategy by taking backups on different types of media on-site & off-site.	Yes	8, 44	The detail regarding Backup as a Service is provided on page 44.
<b>Support Services</b>				
17)	24/7 Support escalation matrix must be provided with detailed support mechanism.	Yes	8, 56	The details regarding Maintenance & Support Services have been provided.
<b>RESULT</b>				<b>ELIGIBLE</b>

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### 3.1.2 Technical Evaluation

Sr.#	Evaluation Criteria	Max Marks	Obtained Marks	Page Ref#	Remarks
1.	<p><b>Projects for Cloud Services (Work Order required to be submitted)</b></p> <p>No. of Projects with Minimum Value of PKR 5 Million            &lt; 3 Projects – 0 marks            3 Projects – 10 marks            02 additional marks for every additional project of worth 5 Million or above up to a maximum of 10 marks.</p>	20	20	17 - 37	POs/WOs have been provided.
2.	<p><b>Data Center Tier</b></p> <p>Tier 3 Certified Data Center – 10 marks            (Valid Certificate from Internationally Recognized 3<sup>rd</sup> Party)</p>	10	10	68 - 70	1. Tier III certificate issued by Uptime Institute valid till August 20, 2023 (Page 68) 2. ANSI/TIA-942-B;20173 Rated-3 Certificate issued by EPI (Page 70)
3.	<p><b>ISO certification focused on the cloud security Such as ISO 27001, ISO/IEC 27017, PCI DSS</b></p> <p>ISO 27001            6 Marks</p> <p>ISO/IEC 27017    3 Marks</p> <p>ISO/IEC 27018    3 Marks</p> <p>PCI DSS            3 Marks            (Valid Certificates must be provided)</p>	15	09	64 - 67	1. ISO 27001 (October, 02, 2021 to June, 04, 2024) 2. ISO 27017 ( October 2, 2021 to June, 18, 2024) 3. PCI DSS (January 5, 2018). PCI-DSS requires yearly renewal; latest certificate is not provided and certification validity is not indicated.

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					4. ISO/IEC 27018 Certification Not Provided
4.	<p><b>Certified Human Resource</b></p> <p>Qualified Human resources with relevant certifications to manage cloud infrastructure services. Professional &amp; Expert level Internationally recognized Certifications for data center operations, Servers and Storage, security, routing &amp; switching etc. must be provided along with CVs &amp; proof of employment with the company.</p> <p><b>Scoring Criteria:</b></p> <p>02 marks will be given for each certification up to a maximum of 04 marks in each category as follows:</p> <ol style="list-style-type: none"> <li>1. Certified Data Center Professional CDCP – 4 marks</li> <li>2. Certified Storage Expert – 4 marks</li> <li>3. Certified Routing &amp; Switching Expert – 4 marks</li> <li>4. Certified Virtualization Expert – 4 marks</li> <li>5. Certified Security Expert – 4 marks</li> </ol>	20	20	15, 16, 103-140	List of Technical Resources, HR has been provided.
5.	<p><b>Provision of High Availability (HA)</b></p> <p>Provision of Managed High Availability (HA) and</p>	10	10	45	Proof is provided.

*M. [Signature]* *[Signature]*



	Failover Solution – subject to evaluation by the Procurement Evaluation Committee in the light of submitted documentary proof in terms of proposed design, process & methodology by the service provider				
6.	<p><b>Provision of Disaster Recovery(DR)</b></p> <p>Managed Disaster Recovery (DR) Site to provide a recovery solution across a geographically separated distance (in different seismic zone) in the event of a disaster – up to 10 marks subject to evaluation by the Procurement Evaluation Committee based on the provided documentary evidence with detail of the data center facilities</p> <p>DR Site (Different Cities within Same Seismic Zone) – 05 Marks</p> <p>DR Site (Different Cities in Different Seismic Zone) – 10 Marks</p>	10	10	43	Documentary evidence and detail of the data center facilities are provided.
7.	<p><b>Performance &amp; Reliability</b></p> <p>Proof of Performance, Reliable Service &amp; Satisfactory Customer Relationship by providing:</p> <p><b>Certificate from Clients</b> having POs/Work Orders worth 5 million or above per annum by stating satisfactory performance &amp;</p>	15	15		Performance proofs is provided.

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<p>reliability of services as per committed SLAs.</p> <p>5 Marks will be given for each such certificate up to maximum 15 marks.</p>				
<b>TOTAL MARKS</b>	<b>100</b>	<b>94</b>		<b>QUALIFIED</b>

*H. Singh*

*Ad*

## 1.2 PAKISTAN MOBILE COMMUNICATION LIMITED (PMCL-JAZZ)

### 3.2.1 Eligibility Assessment

S. No.	Minimum Qualifications Criteria	Compliance (Yes/No)	Page Ref #	Fill Details and Submit Documentary Evidence
1)	<p>The Service provider shall be –</p> <p>A company incorporated under the provisions of Companies Act, 2017 for the last three (03) years or more.</p> <p>Or a statutory corporation</p> <p>In case of a company, it should be</p> <ul style="list-style-type: none"> <li>• Registered with the FBR</li> <li>• Company should have a valid STRN and NTNnumber</li> </ul>	Yes	75, 76, 77, 78	<ol style="list-style-type: none"> <li>1. Certificate of Incorporation Provided: 27/12/1990)</li> <li>2. NTN Certificate (2019) - (Page 76)</li> <li>3. Tax Payer Registration Certificate (2010) - (Page 77)</li> <li>4. Active Tax Payer List (August, 2021) (Page 75)</li> <li>5. Professional Tax (E&amp;T, Punjab) (2021-22) (Page 78)</li> </ol>
	<p>The Service Provider shall be the single point of contact for PPRA and shall be solely responsible for providing services, support, warranties etc.</p>	Yes	107	Details are provided.
<b>Financial Stability</b>				
3)	<p>The Service provider shall have an average annual turnover of atleast 200 million PKR for the last 3 financial years.</p> <p>The average turnover refers to the individual Bidder and not the composite turnover of its affiliates, subsidiaries / sister concerns or parent company(ies) etc.</p>	Yes	50-78	Audited financial statement are provided.
<b>Project Experience</b>				

4)	Service provider shall have at least 3-years of experience of executing the cloud applications and implementation services, and shall have delivered the services of average net worth of PKR 5 Million per annum to at least each of the three (03) clients during that period.	No	81 - 105	The bidder does not fulfil the eligibility criterion of minimum 3 years of experience in cloud service.
<b>Office Location</b>				
5)	The Service provider shall have an office located in Pakistan	Yes	306	Local Data Center Facility locations in Lahore & Islamabad have been provided.
<b>Non-Blacklisting Declaration</b>				
6)	The firm shall not be blacklisted by any procuring agency in Pakistan as well as by any international organization or foreign country.	Yes	310	Non-Blacklisting Declaration has been provided.
<b>Hosting within Pakistan</b>				
7)	Service provider must guarantee that the application hosting and the entire data shall reside on cloud within Pakistan and shall not be exchanged on any cloud outside the Pakistani borders in any case.	Yes	306	Declaration is provided.
<b>Compliance to Indicative Sizing &amp; Services</b>				
8)	Compliance with Indicative Hardware Sizing which includes VDCs Configurations, Hardware Resources and Requisite Features as mentioned in "Section V: Schedule of Requirements" of this document.  The bidder must submit compliance forms for the provided technical specification of required	Yes	107-116	Compliance forms for Hardware Sizing, Requisite features & Schedule of Requirements are duly filled and provided in the Bid Documents.

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	services/infrastructure including the "Eligibility Criteria Compliance Form". All items in all the tables must be quoted, in case of a deviation or non-submission of compliance sheet the proposal is liable to be summarily rejected.			
<b>Tier-III compliant data center</b>				
9)	The service provider must have at least a Tier-III compliant data center physically present within the geographic limits of Pakistan having fulfilled the redundancy/diversity parameters in accordance with the international standards.	Yes	245, 246, 307, 308	Uptime & EPI certificates are attached.
<b>High Availability &amp; Fault Tolerance (HA &amp; FT)</b>				
10)	The Service Provider shall be able to provide High Availability & Fault Tolerance (HA & FT) resilient features for the offered solutions.	Yes	307, 308	Undertaking is provided.
<b>Disaster Recovery (DR)</b>				
11)	The service provider must be able to provide disaster recovery (DR) The recovery point objective (RPO) & recovery time objective (RTO) should be near-to-zero.	Yes	307, 308	Undertaking is provided.
<b>Use of Already procured licenses</b>				
12)	The service provider must be able to make provision for installation/use of all the software i.e. Platform/OS, database, applications, antivirus etc. already procured by the Authority on perpetual and/or subscription basis without any additional cost or imposing any conditions or restrictions on using these already procured licenses.	Yes	307, 308	Undertaking is provided.
<b>Multiple Service Models for IAAS</b>				

*M. Anis* *Q*

13)	The service provider must be able to provide multiple options for cloud hosting including resource pool, virtual private servers (VPS), Virtual dedicated servers (VDS), dedicated storage etc.	Yes	307, 308	Undertaking is provided.
<b>Integration with external entities</b>				
14)	The service provider must provide connectivity options using VPN tunnels & Point-to-Point connections using secure protocols for communicating with external entities.	Yes	307, 308	Undertaking is provided.
<b>Uptime</b>				
15)	The service provider must provide a minimum guaranteed uptime of 99.9%.	Yes	307, 308	Undertaking is provided.
<b>Backup Provisions</b>				
16)	The Service Provider must have backup services having backup provisions for all types of backups i.e. incremental, differential, full & mirror backups on as-and-when-needed basis including any defined schedule i.e. hourly, daily, weekly as decided by the Authority. The backup provision must allow to follow 3-2-1 backup strategy by taking backups on different types of media on-site & off-site.	Yes	307, 308	Undertaking is provided.
<b>Support Services</b>				
17)	24/7 Support escalation matrix must be provided with detailed support mechanism.	Yes	307, 308	Undertaking is provided.
<b>RESULT</b>				<b>INELIGIBLE</b>

*M. J. J. J.*

### 1.3 Summary

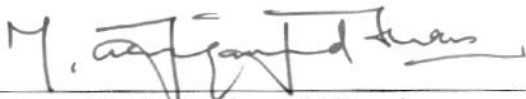
#### 1. Pakistan Telecommunication Company Ltd. (PTCL)

M/s Pakistan Telecommunication Company Ltd. (PTCL) is declared as Responsive, Eligible and Compliant with the specifications defined in the Scope of Work & Qualifies for **Financial Bid Opening**, Compliant and Qualified for Financial Bid Opening.

#### 2. Pakistan Mobile Company Ltd. (PMCL-JAZZ)

M/s Pakistan Mobile Company Ltd. (PMCL-JAZZ) is declared as Ineligible being deficient to fulfill the 03 years relevant experience; the Bidder refute to offer mandatory services (serial # ix of Scope of Work):-

- a. Application performance monitoring
- b. Container management
- c. Layer 7 load balancing



(M. Tariq Javed Khan)  
Project Manager (PMU)



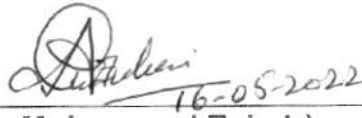
(Mr. Muhammad Aasim Bashir)  
Deputy Director IT – PPRA



(Mr. Faisal Ratyal)  
DG (NITB)/Coordinator (IT Solution) – PMU



(Mr. Aslam Waseem)  
DG (Legal) /Sr. Legal Advisor (PMU)



16-05-2022

(Engr. Muhammad Zubair)  
DG (M&E), PPRA / ED – PMU