Request for Proposal (RFP)

For
DFDI Web Portal Hosting & Maintenance

A (01)/PSEB/2025-40

October, 2025

PAKISTAN SOFTWARE EXPORT BOARD
MINISTRY OF INFORMATION TECHNOLOGY
GOVERNMENT OF PAKISTAN

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1. PAKISTAN SOFTWARE EXPORT BOARD (G) LTD. AN INTRODUCTION

The Pakistan Software Export Board (PSEB) is the entity within the Government charged with the task of accelerating growth in the Information Technology (IT) and Information Technology enabled services (ITeS) industry. PSEB is a guaranteed limited company owned and funded by the Government of Pakistan. It is under the administrative control of the Federal Ministry of Information Technology and Telecommunications. It is governed by a Board of Directors chaired by the Federal Minister of IT and Telecommunications. Through its many 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. INTRODUCTION TO THE PROJECT

PSEB intends to hire a web hosting and Support & Maintenance services for the DFDI Web Portal.

Keeping in view the roles and objectives for promoting IT in Pakistan and attracting foreign investment in this sector, PSEB has developed a DFDI web portal with much enhanced functionalities with a concept to provide DFDI members a platform for coordination and information sharing.

3. PURPOSE OF THE DOCUMENT

This document serves for outlining the methodology and criteria to be adopted by PSEB in the assessment, evaluation, and selection of a firm or company for web hosting and maintenance services for DFDI portal. This document also illustrates the requirements and the conditions, which shall be adhered to fulfill and qualify for the stipulated task of DFDI portal hosting.

4. HOSTING REQUIREMENTS
Following are the hosting requirements for the DFDI Portal.

4.1 General Requirements
a. Managed hosting services and support and maintenance services are required.
b. Mirrored Server, Back-up & Disaster Recovery at a different site, DNS Hosting.
c. Backup-as-a-Service with 1 Full Backup and 7 Incremental Backups
d. Manual Snapshots for Point-in-Time Data Recovery with retention of 3 copies
e. Managed local cloud-based hosting and/or datacenter based hosting and associated services like NFS, Database etc. The hosting provider will be responsible for platform configuration, schedule backups, disaster recovery and optimization of the configuration from time to time as per required by the application to run smoothly and to ensure the high availability of the database.
f. Cloudflare Load balancer with Active Passive Failover
g. Managed Security Services: Shared Next Generation Firewall and VPN Connectivity
h. Web-based portal performance monitoring tools

i. Web-based service management tools like cPanel or Plesk Panel.
j. Access to VM monitoring dashboard with alerts feature on portal.
k. Tier-I bandwidth connectivity as per portal requirements.
l. SLA with 99.9% uptime and infrastructure guarantee.
m. CDN Integration on server level or a third-party service like., Cloudflare. This will be the hosting service provider's responsibility to arrange required licensing, if required.
n. SSH and SFTP Access to root user to all machines.
o. SSL Certificates for the portal.
p. SMTP service to deliver emails to internal and external customers of the portal.
q. Multiple domains hosting (optional)
r. 24/7 Technical Support of the hosting infrastructure.

Email Service incl. SMTP management, API Interfaces and IP Pooling (to avoid spamming) with detailed tabular and graphical reporting i.e., Delivery Status, Unsubscribes etc. (If a paid solution is quoted then the price must be mentioned separately)

4.2 Maintenance & Support Re-equipment's:

a. Comprehensive application-level support including corrective, preventive, adaptive, and perfective maintenance
b. Timely resolution of bugs, technical errors, and performance issues in the live environment
c. Regular health checks, security assessments, and application patch updates
d. Adjustments to maintain compatibility with evolving third-party services, platforms, or browser versions
e. Minor enhancements and user interface improvements based on operational feedback
f. 24/7 technical support through a helpdesk or ticketing system with issue prioritization and escalation
g. Monthly reporting on issues logged, resolved, and pending with relevant performance metrics
h. Maintenance of up-to-date technical documentation and user manuals
i. Knowledge transfer sessions for the client's internal technical team (if required)
j. Incident resolution timelines defined under a formal Service Level Agreement (SLA)
k. Controlled deployment process for all approved changes, including testing in a staging environment
l. Availability of a dedicated maintenance team or resource pool including developers and support engineers

Note: Any major modifications, such as addition of new modules or significant feature development, shall not be covered under routine maintenance and will require a formal change request approval. Minor modifications shall be covered in the quoted price without any additional cost.

4.3 Security Requirements

a. Virus and Malware Protection
b. IPS (DoS/DDoS Mitigation) – Network + Server level
c. Spyware Control
d. Web Server Security Protocols
e. Database Protection
f. Server-Side Scripting Protection
g. Firewall Protection

h. Ransomware protection
i. To keep the OS and other platform applications updated with security patches as per the requirements of the Application vendor.
j. User Activity Monitoring and Logging

4.4 Hardware Requirements

Two tiers of virtual machine (VM) specifications will be required for hosting the DFDI Portal. A medium-spec VM will be provisioned for 8–10 months annually to support routine operations, while a high-spec VM will be required for a period of 1 to 4 months during the actual DFDI event. The same VM instance must be upgradable to the higher specification as needed, and this upgrade duration will be communicated by PSEB in line with the annual DFDI event schedule.

The vendor is required to quote the pricing for the below-mentioned hardware specifications. Additionally, unit rates for key resources—vCPUs, RAM, and storage—must also be quoted separately to allow scalability on demand during the event. These rates should apply to both medium and high-spec configurations. It is further emphasized that there shall be no compromise on the security features and controls of the hosting platform under either specification.

The costing sheet shall only be the part of financial proposal and shall not be disclosed in technical proposal in any way Failure to comply with this instruction will result in the disqualification of the bid.

S No	No of vCPU's	vCPU Speed	RAM	HD/Storage
1	08	2.0 GHz	16 GB	200 GB SSD
2	Cost of additional vCPU's in unit of 04 vCPU's (will be acquired as and when required)			
3	Cost of additional RAM in unit of 04 GB (will be acquired as and when required)			
4	Cost of additional SSD storage in unit of 100 GB (will be acquired as and when required)			
5	Cost of a Load Balancer (will be acquired as and when required)			
6	Cost of cPanel with 1 user (will be acquired as and when required)			
7	Cost of per additional domain if need to be hosted (will be acquired as and when required)			
8	Cost of High-end security required in peak time (will be acquired as and when required)			

4.5 Software Requirements

The following outlines the minimum software requirements to support portal hosting. It is the responsibility of the bidder/hosting service provider to install the required software on respective VMs and ensure their readiness for use.

Sr. #	Server Type	Software Required
1	Installation of Application Server.	• Ubuntu (latest/ stable version) • Nginx (latest/ stable version) • Node minimum version 20 or (latest/stable version), including basic + additional support libraries like yarn, npm, nvm, Curl, Mastering, MCrypt, gd, libimage, etc. • Express JS, Minimum version 4.21.0 • React JS, Version 18.3.1 • BullMQ Version 5.43.0 • ChakraUI Version 3.4.0 • Socket.io Version 4.8.0 • Vite Version 6.0.5 Note: -The version of each of the applications listed above will be finalized at the time of rollout and in consultation with the Portal Developer.
2	Installation of Database Server	• MongoDB version 8 or Latest stable version and upgradable as per the requirements.

Costing shall be provided as per costing table provided at **Annex B.**

5. EVALUATION CRITERIA

The evaluation process will adhere to the following criteria
1. The weightage of Technical Proposal =70%.
2. The weightage of Financial Proposal = 30%

5.1 Mandatory Criteria

S. No.	Requirement	Marks	Documents / Evidence Required
1	Valid and active Income Tax Registration of bidding company.	Mandatory	The firms shall provide copy of valid and active NTN certificate
2	Valid and active sales tax registration of the bidding company.	Mandatory	The firms shall provide copy of valid and active Sale Tax Registration certificate
3	Details of Data Centers locations, both Primary and DR site.	Mandatory	Attach proof.
4	Datacenter should be tier-III or tier-IV compliant or certified. Attach reference document.	Mandatory	Attach proof.
5	A certificate that the bidder is not blacklisted by any Government Department, or public sector organization in Pakistan.	Mandatory	The bidder shall provide undertaking on Rs. 100 stamp papers.
6	Mirrored Server, Back-up & Recovery, DNS Hosting provision. Please attach relevant documents.	Mandatory	Please attach relevant documents.

7	Managed Services, copy of clients to whom managed hosting service is provided shall be attached (clients contact number must be mentioned)	Mandatory	Attach clients list with contact numbers.

8	**Security Feature**
	1. SPAM Protection
	2. Antivirus Protection
	3. IPS (DoS/DDoS Protections) 4 Spyware Control
	5. Web Server Security
	6. Content Security
	7. Database Protection
	8. SQL Injections Protection
	9. Server-Side Scripting Protection
	10. Ransomware Protection
	11. Protection against vulnerabilities found in the analysis as well as the following:
	    ▪ IP Spoofing
	    ▪ Session hijacking
	    ▪ URL Manipulation
	    ▪ Cross Site Scripting
	    ▪ Directory Listings
	    ▪ Customized error messages
		Mandatory	Security tools must be mentioned to manage the security requirements.

9	Web Base Network Monitoring Tools	Mandatory	Tool names and procedures should be provided.
10	Compliance to the SLA attached in this RFP	Mandatory	Attach proof / Undertaking on company letterhead.

5.2 Evaluation Criteria

Technical evaluation criteria of company's proposal is 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 local cloud services (01 mark for each year)	10
2.	Financial Strength (to be verified from last audited financial statements)	15	Annual turnover up to PKR 15+ million	15
			Annual turnover PKR 11-15 million	10
			Annual turnover PKR 5-10 million	05
3.	Transfer of knowledge, details and schedule required (Provide details)	15	Training for the designated staff of 3 employees of PSEB to comprehensively understand the hosting platform and communicate effectively in case an issue arises.	15
4.	Disaster recovery (Runbooks, Technical Recovery Procedures (TRPs), IT DR Plans, BCP etc. shall be in place. A copy of such details should be provided with proposal)	20	Provide disaster recovery provisions, processes and ability to support data preservation, recovery time, scheduling, backup, restore, integrity checks, etc.	20
5.	Previous experience: list and contact details of corporate clients of hosting services.	20	List of corporate clients with contact details of PoC. Copies of at least 4 POs / Contracts signed with clients for managed hosting services to be attached. 5 marks for each client.	20
6.	Certifications in InfoSec, Local cloud / Data Center, etc. (Like ISO27001:2013) attach certificates copy.	20	One certification =10 mark	20
	G. Total	**100**		

5.3 Financial Bid Evaluation Criteria

The financial bids of only technically qualified bidders will be opened. The pricing shall include all applicable taxes.

The evaluation of financial bids will be calculated as follows:

- The weightage of financial proposal is 30% in total score.
- The financial weightage will be calculated by the formula as given below:
  = (lowest bid / bid offered) * 30

The score achieved by a bidder will be aggregated as follows:

Total score obtained by a bidder = Technical weightage + Financial weightage
The contract shall be awarded to the bidder who achieved the maximum points from Total Score and shall be considered a **Most Advantageous Bidder.**

Following terms shall be taken care while drafting financial proposal:
- Payment will be postpaid on quarterly basis.
- Detailed breakdown of all the costs.
- Financial Proposal should include all taxes cost (cost mentioned in proposal will be considered final cost inclusive of all taxes)

6. **CORRUPT OR FRAUDULENT PRACTICES BY BIDDER.**

   Any instance of corrupt or fraudulent practices or provision of any false information by the bidder will result in disqualification of the bid and confiscation of the bid security regardless of the price and quality of the product.

7. **SUBMISSION OF BIDS:**

   a. **Single Stage Two Envelope Bidding Process**

   Single stage two envelope bidding process will be followed. The technical and financial bids shall be in English language **"Tender for Web Hosting of DFDI Portal"** The technical bids have to be submitted with **"Technical Proposal for Web Hosting of DFDI Portal"** containing technical specifications only (without prices). The financial proposal shall be marked with **"Financial Proposal for Web Hosting of DFDI Portal"** containing financial proposal.

   The earnest money in the shape of Demand Draft / Pay Order in the favor of Pakistan Software Export Board, amounting to **Rs. 100,000/-.**

   b. **Bid Submission and Opening**

   Bids should be submitted electronically ONLY through EPADS. For registration and training on EAPDS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA Team, Director MIS Room No.109, 1st Floor, FBC building Sector G-5/2, Islamabad. Contact Number 051-111-137-237.

   The bids, prepared in accordance with the instructions in the bidding documents along with bid security instrument (Copy) & Proof of Eligibility documents as specified in bid documents in favor of the undersigned must be submitted through EPADS by **04th November, 2025 at 03:00 pm.** Technical bids only will be opened on the same day **at 03:30 pm** at below mentioned address in the presence of vendors/bidders or their authorized representatives who desires to attend the bid opening session. The financial bids will be opened only of those bidders who qualifies in technical proposals evaluation. The opening of financial bids will be notified separately once technical evaluation has been completed. Please note that submission date and time shall be strictly adhered, and it will be bidders' responsibility to ensure the submission of bid at given date and time.

   Note: Original Bid Security instrument MUST BE submitted to the undersigned before closing hours of the bid's submission time.

   Only those bids will be entertained who applied through EPADS https://eprocure.gov.pk

   c. **Prices**

   Prices quoted must remain valid for acceptance up to 90 days from the date of its opening. Quoted price should be in Pak Rupees and inclusive of all applicable taxes. Prices quoted without any tax remarks will be treated as inclusive of all applicable taxes. Any changes in Government duties or taxes shall be borne by the successful bidder.

   d. **Performance Bond**

   The bidder selected to award the contract shall have to submit 10% of total amount as Performance Bond. The performance bond must be submitted in the form of a Bank Guarantee, Bank Draft, or Pay Order in favor of "Pakistan Software Export Board." It will be the vendor's responsibility to ensure that the submitted instrument remains valid not only for the entire duration of the initial contract period but also for any extended period, in case the contract is renewed or extended. The vendor must arrange for timely renewal or extension of the instrument to avoid any lapse in coverage. Performance bond must be submitted within 15 days of issuance of award letter / PO.

8.1 Withdrawal of Bid.

a. A bidder may withdraw the bid prior to the deadline for submission of bid as prescribed in these tender documents.

b. The bid security will be forfeited if a bidder withdraws the bid after the deadline of bid submission or during the period of bid validity or in the case of a successful bidder fails to sign/accept the Purchase Order/Contract.

8.2 Rejection of Bid.

a. Bid security has not been submitted as per the relevant clause.

b. Incomplete, conditional (technical or financial bids), or optional bids will be rejected forthwith.

c. Bids received after due date & time will not be accepted.

d. Bids failing to meet the eligibility / evaluation criteria.

e. Any noncompliance to the terms and conditions of bidding documents.

f. Company shall be disqualified if financial figures are mentioned in the technical proposal.

8.3 Compliance to the Instructions.

a. Quoted rates shall include all applicable GoP taxes otherwise all the prices quoted will be considered all taxes included.

b. No cutting / overwriting of the offered prices will be accepted.

c. Strict Compliance of bidding documents, given Specifications and eligibility / qualification criteria.

8.4 Performance of Bidder.

a. In case of any poor performance by the selected bidder, PSEB reserves the right to issue Poor Performance Certificate to bidder. PSEB reserves the right to confiscate the bid security/performance bond of the bidder in case of three poor performance certificates, and bar the bidder from participation in future procurements of PSEB.

9. GENERAL TERMS AND CONDITIONS.

a. Should the selected bidders decline to accept the Purchase Order/Contract, their bid security will be confiscated, and a poor performance certificate will be issued to vendor.

b. In the event of a discrepancy between the unit price and total price for any items quoted in the bid, the unit price of that/those items shall prevail and decision of PSEB in this regard shall be final.

c. Total Prices must align with the individual prices of all the items quoted and delivered.

d. Participating vendors are requested to abstain from all overt & covert activities that may arise any doubt or ambiguity in the tendering process and tender opening session.

e. **Execution Schedule:** The contractor / service provider is required to start the delivery of services within 15 days of issuance of Purchase Order.

f. **Penalty:** In case of any delay: 1% of the remaining job per week (or part thereof), capped at 10% of the total contract value. Failure to deliver can lead to forfeiture of earnest money/performance security and blacklisting.

g. **Contract Duration:** Initial contract duration shall be for the period of three (3) years and further extendable for next two years on yearly basis, subject to provision of satisfactory services and mutual agreement.

h. **Termination of Contract:** Either party can terminate contract for its convenience by giving a two months' notice period.

10. BIDDER'S QUERIES.

Any queries by the Bidders must be received at least three (3) working days before the bid submission deadline, otherwise PSEB will not be liable to respond.

11. POINT OF CONTACT. (e-mails)

For Technical query: sbilal@pseb.org.pk

For General queries: jkhan@pseb.org.pk

12. BID SUBMISSION AND OPENING ADDRESS.

Manager Procurement
Pakistan Software Export Board
6th Floor, State life Building, Blue Area,
Islamabad

Draft Service Level Agreement (SLA) Parameters
(Compliance to this is mandatory)

1. **Uptime and Performance Guarantee:**
   The vendor shall ensure a minimum 99.9% uptime per month, excluding scheduled maintenance, and maintain optimal portal performance at all times.

2. **POC & Contact Details for Tickets Escalation (Escalation chart):**

3. **Incident Response and Resolution:**

   - ✓ Urgent/Critical issues: Response within 20 minutes, resolution within 2 hours.
   - ✓ Major issues: Response within 1 hour, resolution within 4 hours.
   - ✓ Minor issues: Response within 2 hours, resolution within 8 hours.
   - ✓ Routine maintenance or enhancements: To be completed within 24 hours or as mutually agreed.

4. **Data Backup and Security:**
   The vendor shall perform daily incremental backups and weekly full backups with a minimum 30-day retention period.

5. **Support and Maintenance:**
   The vendor shall provide 24/7 technical support via email, phone, or ticketing system.
   Scheduled maintenance shall be notified at least 24 hours in advance, with minimal service disruption.

6. **Penalties and Reporting:**
   In case of SLA violations, the following penalty structure shall apply:

Availability (%)	Credit (% of Monthly Charges)
A ≥ 99.90%	0% of Service MRC
98.00% ≤ A < 99.90%	10% of Service MRC
95.00% ≤ A < 98.00%	20% of Service MRC
90.00% ≤ A < 95.00%	30% of Service MRC
85.00% ≤ A < 90.00%	35% of Service MRC
80.00% ≤ A < 85.00%	50% of Service MRC
A < 80.00%	No Charges of that month, in case of continuing downtime PSEB may reserve the right of agreement termination.

The vendor shall submit monthly performance, uptime, and incident reports for review by PSEB.

Costing Table:

Monthly Recurring Cost (A)					
Sr. #	Description of Services	Durations in Months	Rate / Month	Total cost for 1 year	Total Cost for 3 years
1	Hosting Services	12			
2	Support and Maintenance Services	12			
Total (A)					
One Time Cost (If Applicable) (B)					
Sr. #	Description of Services		QTY	Unit Rate	Total cost
1	Installation of Application Server		1		
2	Installation of Database Server		1		
Total (B)					
Change Request (As and when rquired) (C)					
Sr. #	Description of Services		QTY (Estimated Hours)	Unit Rate / Hour	Total cost
1	Change Request (Major Changes only)		200		
Total (C)					
Additional Items (As and when rquired) (D)					
Sr. #	Description of Additional Services			QTY	Rate / Month
1	vCPU's in unit of 04 vCPU's			1	
2	RAM in unit of 04 GB			1	
3	SSD storage in unit of 100 GB			1	
4	Load Balancer			1	
5	Cpanel with 1 user			1	
6	Additional domain if need to be hosted			1	
7	Enhanced Security cost			1	
Total (D)					
Total Bid Cost (E = A + B + C + D)					

Note:

i. Total Bid Cost i.e. "E" will be considered for financial evaluation
ii. Conditional or incomplete proposals will be rejected outright.