

## Pre-Qualification Notice

### Subject:

Pre-Qualification of Vendors for Dedicated Web Hosting, Email Services, Disaster Recovery, Web Application Security, Email Protection and Anti-Spam Solutions.

### Introduction

**Pakistan Ordnance Factories (POFs)** invites eligible and experienced vendors to submit pre-qualification proposals for the provision of Web Hosting & Email Services, including Disaster Recovery, Web Application Security, Email Protection and Anti-Spam Solutions. The objective of this exercise is to identify competent and technically capable vendors who can be invited to participate in the subsequent tendering process.

### Scope of Services

1. Secure, scalable, and high-availability web hosting services with a minimum of 99.9% uptime SLA
2. Support for PHP, MySQL-based applications with Linux (Ubuntu) based server
3. Full-featured web hosting control panels (cPanel/WHM with user and admin levels)
4. Secure FTP and SSH access for site administration
5. Dedicated resources or Virtual Private Server (VPS) hosting with isolation for performance and security
6. Reliable and secure email hosting (IMAP/POP3/SMTP) with protection against spam, phishing, malware, and spoofing (Axigen Webmail)
7. Provision of a centralized email administration dashboard with features like policy enforcement, user/group controls, and logging
8. Web Application Firewall (WAF) deployment and management for protection against OWASP Top 10 vulnerabilities including SQL injection and cross-site scripting (XSS)
9. Comprehensive DDoS protection and advanced bot management to ensure service availability and integrity, along with integrated Content Delivery Network (CDN) support for accelerated content delivery
10. Deployment of intelligent load balancing ensuring optimal CPU utilization and system stability during high-traffic periods. Integrated with controlled monitoring for real-time performance metrics, traffic analysis, and automated alerts.
11. Built-in SSL management with automated certificate renewals (e.g., Let's Encrypt or commercial certificates)
12. Email protection with anti-spam filters (Spam Titan Plus), anti-virus scanning, and domain-based message authentication (e.g., SPF, DKIM, DMARC)
13. Regular automated and manual backups, version control, and snapshot recovery options (Acronis Cyber Protect Cloud)
14. Disaster recovery mechanisms and geo-redundant failover capabilities

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15. Centralized monitoring and alerting system with real-time dashboards and reporting tools
16. LogRhythm Security Information and Event Management (SIEM) Solution for centralized security monitoring, threat detection, incident response, and compliance reporting.

### **Pre-Qualification Requirements**

1. Minimum of 3 years' experience (at least with 3 firms) in providing web hosting, email services, and cybersecurity solutions.
2. Proven track record with at least 5 similar projects, preferably in the public sector.
3. Evidence of qualified technical staff and a well-established support infrastructure.
4. Demonstrated financial capability, with annual financial turnover details for the last 3 years.
5. Full compliance with applicable data protection regulations (e.g., GDPR or relevant local laws).
6. Possession of the following valid certifications:
  - a. ISO/IEC 27001:2022 – Information Security Management
  - b. ISO/IEC 27017:2015 – Security Controls for Cloud Services
  - c. ISO/IEC 27018:2019 – Protection of Personal Data in Cloud Computing
7. Robust data backup, redundancy, and disaster recovery capabilities.
8. Pakistan-based data center and infrastructure, ensuring local data residency and enhanced latency/performance and no server outside Pakistan.
9. Pakistan-based data center infrastructure is mandatory, ensuring local data residency, regulatory compliance, and low-latency performance for domestic users. Firms hosting servers or data centers outside Pakistan will be disqualified from consideration.
10. 24/7 technical support via multiple channels (phone, email, ticketing system) with clearly defined SLAs
11. Dedicated account management and on-demand consultancy
12. Price for the first year will be as per financial bid. Whereas price for 2<sup>nd</sup> and 3<sup>rd</sup> year will be based on official USD/PKR exchange rate notified by Govt. of Pakistan as applicable at the time of annual review.
13. Security clearance of Firms by POF Security Agencies, based on following documents:
  - a. Owner Complete Profile (Firm address, House address & Contact No.)
  - b. CNIC copy (03 Nos)
  - c. Owner Complete details (Bio Data, Assets on name)
  - d. PVR (Police Verification) on your Firm and Owner of the Firm (To whom firm is registered)
14. Valid PTC (Punjab), ATL, NTN

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### Service Level Agreement (SLA) and Penalties

The Service Provider shall ensure a minimum monthly uptime of **99.9%** for Web Hosting and Corporate Email Services and shall provide 24/7 technical support and monitoring. Service incidents shall be managed according to their severity level, with priority given to critical service disruptions affecting business operations. The successful bidder shall maintain adequate support resources to ensure timely response and resolution of reported issues.

In case the Service Provider fails to meet the agreed service levels, including uptime commitments and incident resolution timelines, the Procuring Agency may impose service credits and/or financial penalties as specified in the contract. No penalties shall apply for scheduled maintenance duly notified in advance, force majeure events, or disruptions attributable to the Procuring Agency or third-party service providers beyond the Service Provider's reasonable control.

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