Sukkur IBA University
Technical Evaluation Report
Tender EPADS 90 (Hirign of Firm for Cloud Services)

S No	Technical Evaluation Criteria	Max Marks	M/s cyber Internet Services Obtained Marks	Remarks
1	Customers for Cloud Services IaaS (Undertaking on stamp paper required to be submitted) Number of customers to whom the bidder has provided IaaS cloud services with a minimum annual contract value of PKR 30 million during the last two (02) years Fewer than 3 customers – 0 marks 3 customers – 6 marks Additional 2 marks for each additional qualifying customer (PKR 30 million or above), up to a maximum of 10	10	10	The bidder has been awarded 10 marks based on the duly signed undertaking on stamp paper confirming provision of IaaS cloud services to the required number of qualifying customers (PKR 30 million or above) during the last two years, as per the evaluation criteria.The supporting undertaking is provided on pages 100 and 101 of the submitted proposal. Document proof required
2	Data Center Tier Compliance.Tier III Certified Data Center (Uptime Institute or equivalent) – 10 marks Tier III Compliant Data Center (not formally certified but demonstrably aligned with Tier III design standards) – 8 marks Minimum Requirement:The primary data center from which services are delivered must be at least Tier III compliant.The secondary / Disaster Recovery (DR) data center must also be minimum Tier III compliant.Required Supporting Documents If Tier III Certified:Valid certificate issued by an internationally recognized certification body (e.g., Uptime Institute)If Tier III Compliant (not certified):Signed compliance affidavit Supporting design documentation and/or recognized standards certifications (e.g., TIA-942, ISO 22237)Operational evidence demonstrating redundancy, fault tolerance, and N+1 architecture	10	8	The bidder has been awarded 8 marks under the Data Center Tier Compliance criterion. The primary data center is confirmed as Tier III compliant, with supporting documentation provided in line with recognized standards (including TIA-942). https://tiaonline.org/942-datacenter/pakistan-telecommunications-company-limited-ptcl-commercial-data-center-marston-road/ However, the secondary / Disaster Recovery (DR) site is not fully Tier III compliant as per the submitted documentation. Therefore, marks have been assigned in accordance with the evaluation criteria based on the compliance level demonstrated
3	ISO Certifications Focused on Cloud Security Valid and current certifications relevant to cloud security and data protection, including but not limited to:ISO 27001 – 2 marks ISO/IEC 27017 – 1 mark.ISO/IEC 27018 – 1 mark PCI DSS – 1 mark.Valid certificates must be provided and shall be applicable to the proposed cloud service environment.	5	5	The bidder has been awarded 5 marks under the ISO Certifications Focused on Cloud Security criterion. Valid and current ISO 27001, ISO/IEC 27017, and ISO/IEC 27018 certifications have been verified through the QSCerts online verification portal. Additionally, PCI DSS compliance has been confirmed through the certificate attached in the submitted proposal (page no. 112) https://www.qscert.com/issued-certificates/?firm=Cyber+Internet+Services+%28Pvt.%29+Ltd.+%28Rapid+Compute+Division%29&countryUseID=7&validity=&standard=
4	Human Resource Capability Availability of qualified and experienced human resources with relevant professional and expert-level internationally recognized certifications to manage cloud infrastructure services, including data center operations, servers, storage, security, routing, and switching Assessment Areas and Weights: Technical qualifications and certifications – 7%.Experience and role alignment – 6% Retention and turnover rate – 4%.Training and continuous learning programs – 3%.Required Information: Organizational chart highlighting cloud infrastructure, security, DevOps, and support teams Team profiles with role summaries, certifications, and relevant experience.List of current certifications and ongoing training initiatives.Employee retention and turnover statistics for the last two (02) years Clarification of in-house vs outsourced roles All six point to be ranked by 1-10, multiplied by the respective weight and add up, which should max be 20	20	15.3	Certifications are listed in the skills matrix; however, documentary proof and validity confirmation were not provided. Detailed resumes and organizational structure demonstrate strong experience and alignment with cloud infrastructure and support functions. Retention statistics for the last two years indicate stable workforce management and acceptable attrition levels. Ongoing training initiatives and certification programs are mentioned, though a structured training roadmap was not detailed. All the above scoring has been evaluated based on the documentation and evidence provided in pages 113–200 of the submitted proposal. Scoring Formula Applied: Weighted Score = (Score ÷ 10) × Assigned Weight
5	Provision of High Availability Evaluation shall be based on:Uptime Commitments: SLA documents indicating committed uptime (e.g., 99.9%, 99.99%) supported by evidence from at least two large or critical clients served for a minimum of five (05) years – 5%Redundancy Architecture Details of high-availability design, including active-active or active-passive architectures, availability zones, geographic redundancy, and power/network/cooling resilience – 5%Disaster Recovery Strategy:Defined DR approach including RPO, RTO, and frequency of DR drills or testing – 4%.Downtime History:Availability reports for the last twenty-four (24) months, including major incidents and mitigation actions – 3%.Monitoring & Alerting:Real-time monitoring tools, alerting mechanisms, and incident response workflows – 3%.All six point to be ranked by 1-10, multiplied by the respective weight and add up, which should max be 20	20	18.2	A formal SLA guaranteeing 99.9% monthly availability with defined service credit provisions and supporting evidence from critical clients has been provided, fully satisfying the evaluation requirement.The proposed Multi-AZ architecture across Karachi, Lahore, and Islamabad with Tier III certified infrastructure and N+1 redundancy demonstrates a robust high-availability design; however, achievable uptime depends on workload deployment configuration.A clearly defined managed DR framework using Acronis replication with RPO/RTO as low as 15 minutes and structured failover procedures is documented, though DR drill frequency is not explicitly quantified.A 24-month uptime summary and SLA compliance reporting are submitted, demonstrating transparency, although detailed incident root-cause analysis and mitigation reporting are not extensively elaborated.The Insights Hub platform provides real-time monitoring dashboards, automated anomaly alerts, and defined escalation workflows with full client visibility, though quantified response time metrics are not specified.All the above scoring has been evaluated based on the documentation and evidence provided in pages 201–220 of the submitted proposalScoring Formula Applied:

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6	Customer Feedback Assessment shall include.Comparable clients, preferably government, public sector, or regulated entities – 2%.Minimum three (03) customer references with contact details – 2%.Written testimonials, case studies, or satisfaction metrics covering performance, uptime, reliability, support quality, security practices, and audit cooperation – 2%.Complaint resolution metrics, including ticket resolution time and escalation handling – 2% Feedback obtained directly by the Procuring Agency during reference checks – 7%.All six point to be ranked by 1-10, multiplied by the respective weight and add up, which should max be 15	15	13.4	Relevant government, defense, and regulated sector clients have been demonstrated, reflecting strong sector experience. Multiple client references with service details and contact information have been provided, fully meeting the requirement.Case studies and satisfaction reports covering performance, uptime, and compliance have been submitted in line with the evaluation criteria.Complaint resolution and escalation processes are documented; however, detailed analytical performance metrics are limited. **Client references are available for independent validation; final assessment is subject to the outcome of reference checks.** All the above scoring has been evaluated based on the documentation and evidence provided in pages 221–236 of the submitted proposal Scoring Formula Applied: Weighted Score = (Score ÷ 10) × Assigned Weight
7	Presentation to a panel Understanding of PAs needs. The interpretation of core objectives, security expectations, scalability needs, and service-level requirements.Proposed architecture & deployment strategy; technical architecture tailored to our use case. Other optional service models (PaaS, etc.), data residency, failover, and backup approaches. Compliance & regulatory readiness, how the services comply with relevant international practices, government/sectoral regulationsRelevant experience & case studies where inform about government or critical sector clients that are served, with brief success stories. Team introduction, who will be leading and supporting our account, key technical and account management personnel.Innovation & future readiness, tell us about your roadmap for cloud evolution (AI/ML, sustainability, local zones, etc.).Value addition & local ecosystem support, any added services, local data center strengths, support features, capacity building, CSR, etc.Details facility of dedicated technical staff on	20	17.8	The presentation reflects strong alignment with the Procuring Agency's objectives, security expectations, scalability requirements, and SLA needs; however, workload-specific customization detail could be further elaborated.A robust multi-AZ architecture with defined failover, backup, and data residency approach has been proposed, though deeper tailoring to the PA's exact implementation scenario is limited. The solution demonstrates alignment with ISO standards, Tier III infrastructure, and regulatory best practices.Extensive experience with government and regulated sector clients is supported by documented case studies and enterprise-scale deployments, fully meeting the evaluation requirement. Key technical and account management personnel have been identified with a structured governance model, though dedicated named resources are not formally committed for the engagement lifecycle.The roadmap outlines cloud evolution initiatives and scalability planning; however, detailed innovation milestones and emerging technology timelines are presented at a high level.Local data center strength, support capabilities, and ecosystem alignment provide added value beyond baseline hosting services. Provision for dedicated technical support on a need basis is indicated through structured escalation and support frameworks.All the above
Total Marks		**100**	**87.7**	
Result			**Qualified**	

Procurement Committee Members

Naimatullah Jokhio
Prourement Officer

Mr. Khalid Makhdoom
Addittional Registrar

Mr. Hari lal Nathani
Additional Director Procurement

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Sukkur IBA University
Eligibility Criteria
Tender Proc/ EPADS-90/24-25(Hiring of Firm for Cloud Services)

S. NO	Description	Meeting Criteria	M/s Cyber Internet Services private limited
1	Registered with the FBR Company should have a valid STRN and NTN number Registered with Sindh Revenue Board (SRB)	Yes/No	Yes
2	The Cloud Service Provider shall have an average annual turnover of not less than PKR 500 million over the last five (05) financial years. The turnover shall be considered only for the bidding entity and shall exclude revenues from telecommunication services, data center services, and colocation services. Composite or consolidated turnover of parent companies, subsidiaries, affiliates, or sister concerns shall not be considered for the purpose of this evaluation	Yes/No	Yes
3	The Cloud Service Provider shall have a minimum of five (05) years of experience in delivering cloud application hosting and implementation services. During this period, the Cloud Service Provider shall have delivered cloud services with an average annual value of PKR 400 million to a client base of approximately 200 or more customers.	Yes/No	Yes
4	On-shore Cloud Service Provider having datacenter presence in Sindh province for Cloud and other allied services to host critical public services. The cloud service providers shall have at least two data centers in different Seismic locations	Yes/No	Yes
5	The firm is not blacklisted by any procuring agency in Pakistan as well as by any international organization or foreign countries.	Yes/No	Yes
6	The Cloud Service Provider must ensure that application hosting, operational data, system logs, backups, and disaster recovery data are hosted on cloud infrastructure located within Pakistan. Backup and disaster recovery data shall be maintained at geographically separate local data centers within Pakistan to ensure resilience, data sovereignty, and regulatory compliance. Any data movement outside the declared geography shall require prior	Yes/No	Yes
7	The bidder shall comply with the indicative hardware sizing, virtual data center (VDC) configurations, service features, and capacity requirements specified in this document.	Yes/No	Yes
8	The bidder must submit a compliance sheet for the provided technical specification of required services/infrastructure. In case of a deviation or non- submission of compliance sheet the bid is liable to be summarily rejecte	Yes/No	Yes
9	The required cloud services must be rendered through a Tier 3 facility site. The compliant data center must be physically present within the geographic limits of Karachi, and other datacenter in any other city of Pakistan, having fulfilled the redundancy/diversity parameters, Cyber Security, Support & Maintenance and required skilled HR in accordance with international standards	Yes/No	Yes
10	The Cloud Service Provider must provide a disaster recovery (DR) setup within Pakistan, including a designated DR site capable of supporting application continuity in the event of a primary site failure	Yes/No	Yes
11	The Cloud Service Provider must allow installation and use of operating systems, databases, middleware, applications, antivirus, and other software licenses already procured by the Procuring Agency, whether on perpetual or subscription basis.	Yes/No	Yes

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12	The Cloud Service Provider must offer multiple IaaS service models to support diverse workload requirements, including but not limited to resource-based, pooled resource, managed and unmanaged services, CPU-intensive, memory-intensive, storage-intensive, and general-purpose workload	Yes/No	Yes
13	The Cloud Service Provider must provide connectivity for PA's users, 3rd party integrations and with PA's office with redundancy	Yes/No	Yes
14	The Cloud Service Provider must guarantee a minimum service availability of 99.9% under a defined Service Level Agreement (SLA).	Yes/No	Yes
15	The Cloud Service Provider must provide comprehensive backup services supporting multiple backup types, including full, incremental, off-site, and low-cost archival storage	Yes/No	Yes
16	The Cloud Service Provider must offer 24×7 technical support with a defined escalation matrix, including first-level, second-level, and expert support	Yes/No	Yes

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