



## PRE-BID MEETING MINUTES

### **Procurement of Cloud Hosting Services for the State Bank of Pakistan**

**RFP No. GSD (Proc. II) /ITP&PMD-Cloud Services/138851/2024**

1. A Pre-Proposal meeting for the captioned procurement was held on **October 24, 2024, at 11:00 am** via Zoom Cloud Meeting Application.
2. The representatives of General Services Department (GSD-SBP BSC), IT Program & Project Management Department (ITP&PMD-SBP) and representatives of the following firms attended the meeting.
  - a. M/s Khazana Enterprise (Pvt.) Ltd.
  - b. M/s Rapid Compute
  - c. M/s Oracle
  - d. M/s Zong
  - e. M/s Pakistan Telecommunication Company Limited (PTCL)
  - f. M/s Sunshine Technologies
  - g. M/s Jazz
  - h. M/s Server4Sale
  - i. M/s CM-Pak
  - j. M/s Jaffer Business Systems (Pvt.) Ltd.
  - k. M/s Extreme
3. The meeting commenced with a welcome note. At the outset, all participants were briefed about the purpose of the meeting, which was to provide an overview of the bidding process, explain the scope and description of services, and clarify relevant queries of the participants. Further, it was conveyed that the queries submitted by the participants would be sequentially discussed and unanswered questions (if any) would be addressed in the meeting minutes.
4. All queries of the prospective firms and relevant responses by the Bank's representatives are given in **Annexure A**.
5. Furthermore, the following guidelines may please be noted for submission of proposals:
  - a. The firms must submit the complete and comprehensive response as per the requirements outlined in the Request for Proposal (RFP) Documents. Non-compliance shall result in rejection of the proposal.
  - b. The firms may seek related clarification or modification of the RFP Documents no later than seven (07) days before the deadline for submission of proposals. The response would be provided as soon as possible.
  - c. The proposals prepared as per the instructions contained in the RFP Documents, Pre-Proposal Meeting Minutes, and subsequent clarifications (if any) must be submitted on or before **November 12, 2024 at 11:00 AM (PST)** at the given address;

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Email: [gsd.proc2@sbp.org.pk](mailto:gsd.proc2@sbp.org.pk)

- d. All submitted technical proposals will be opened on **November 12, 2024 at 11:30 AM (PST)** at the Learning Resource Centre/Heritage Meeting Room at State Bank of Pakistan, I.I. Chundrigar Road, Karachi.
  - e. In case of submission of proposals via courier, an email may be sent at [gsd.proc2@sbp.org.pk](mailto:gsd.proc2@sbp.org.pk) to enable timely coordination and collection of the documents before the submission deadline. Proposals received after the prescribed deadline via courier or otherwise shall not be entertained and returned unopened.
  - f. For submission of proposals/attending the proposals' opening session, the representative of participating firm shall keep his/her original CNIC for entry into the premises of the State Bank of Pakistan (SBP). Furthermore, the said representative(s) details may also be shared in advance for necessary entry arrangements.
    - Name & CNIC#
    - Mobile#
    - Arrival Date & Time
6. After a detailed briefing, the participants were requested to confirm whether all of their queries had been adequately addressed and that no ambiguity remains related to RFP Documents. Upon acknowledgment, the meeting concluded with a vote of thanks.

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## ANNEXURE A

Sr.	Queries	Responses
1.	Who will be required to fulfill criteria # 4 of the mandatory eligibility/qualification criteria i.e. principal or authorized agent?	The participating bidder, who will submit the bid, is required to fulfill this criterion.
2.	Can it possible to submit the experience details against Criteria # 5 of the mandatory eligibility/qualification criteria.	The participating bidder can submit the relevant details against this criterion either of Principal or Authorized Agent.
3.	Is there any definition of Cloud Service Provider given in the RFP document?	As per RFP document, Cloud Service Provider is defined as an individual or corporate body whose Proposal to provide the Services will be accepted by the Procuring Agency.
4.	Is there any requirement to provide undertaking, if a firm is participating as principal?	For participation as Principal, no undertaking is required. However, the participating bidder will clearly mention in its proposal that they are principal itself.
5.	Is Cloud service required on both DR and Production?	Cloud Services are required only for one site and it will be utilized for Development/Test environments workload.
6.	What does mean by ability to provide Cloud resources metering.	Resource metering refers to the ability of a Cloud Service Provider/Principal to track and measure the use of various cloud resources, such as CPU, memory, storage, network bandwidth, and other services. A dashboard should be available for customers/users for the same.
7.	Kindly provide clarity about ability to configure and use virtual private network for site to site VPN.	Virtual Private Network (VPN) for site-to-site VPN means that SBP can establish secure, encrypted connections between its on-premises network (such as a data center or office network) and a Cloud Service Provider's virtual network. <i>This is a requirement for the technical qualification of the cloud platform and may be needed in the future; it will be procured (if additional cost is applicable or utilized) as required.</i>
8.	Pl. elaborate the ability to connect cloud services using web based / VPN based or direct connect services.	<ol style="list-style-type: none"> <li>1. Web-based connectivity is using the public internet to access cloud services via web protocols (HTTPS/HTTP).</li> <li>2. VPN-based connectivity is an encrypted VPN tunnel over the internet to connect on-premises infrastructure or individual devices with cloud services. e.g. Site-to-Site VPN and Client VPN</li> <li>3. Direct connect services refers to a dedicated, private network connection between SBPs' on-premises infrastructure and cloud services.</li> </ol> <p>No. 1 is both requirement and technical qualification parameter of a cloud and should be part of technical solution provided by the bidder, whereas No. 2 and 3 are the requirement for the technical qualification of the cloud platform and may be needed in the future; it will be (procured if additional cost is applicable or utilized) as required.</p>

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9.	What is required under ability to configure and manage Disaster recovery service.	It is referring that the cloud platform must have the capability to configure Disaster Recovery setup. <i>This is a requirement for the technical qualification of the cloud platform and may be needed in the future; it will be procured (if additional cost is applicable or utilized) as required.</i>
10.	Clarification is required regarding ability to configure and manage all cloud services using scripting based infrastructure code.	It is basically referring to Infrastructure as a Code (IaC), which is a method of managing and provisioning cloud infrastructure through code files, rather than manual configuration. E.g. scripting languages (like JSON, YAML, or domain-specific languages), Tools like Terraform.
11.	Please share further details regarding ability to provide database as a service e.g. Oracle, DB2, MySQL, SQL server etc.	The capability to provide Database as a Service which is a kind of PaaS option. <i>This is a requirement for the technical qualification of the cloud platform and may be needed in the future; it will be procured (if additional cost is applicable or utilized) as required.</i>
12.	Kindly explain the ability to provide multiple cloud services models like IaaS or PaaS and SaaS	Cloud Service Provider/ Principal should be capable of providing IaaS or PaaS and SaaS (It is self-explanatory and does not require further clarification).
13.	What will happen if databases not in service?	This point is linked with Point no. 11 above. Databases if not in service that may be purchased itself by the service provider and offer to the procuring agency. <i>PaaS and database as a services compliance is the requirement for technical qualification of Cloud Platform and may be needed in the future; it will be procured (if additional cost is applicable or utilized) as required.</i>
14.	Please elaborate Public IPs requirement.	Total 12 Public IPs are required.
15.	What is required under requirement 15 of the security requirements of Technical Compliance Form-B.	This is related to secure access of the facility where cloud services are hosted. Normally such type of access control is part of the certification required for Tier-3 of the Data Centre compliance. This is primarily related to physical security of the site.
16.	How much port speed is required?	Minimum 100 Mbps for both internal and external.
17.	Is it responsibility of the Cloud Service Provider to define the zones and clusters?	Yes, it's the sole responsibility of Cloud Service Provider to define the zones and clusters as per the requirement of the Procuring Agency.
18.	What type of assistance is required from Cloud Service Provider for migration of Development instances from SBPs Datacenter to Cloud?	<ul style="list-style-type: none"> <li>The Cloud Service Provider should assist with understanding SBP's existing development environment and migration of workloads to the cloud which included configuration of logical zones / clusters, guidance for secure network design and configuration, Secure access model design and implementation, , assistance in setting up logging, monitoring, and alerting mechanisms. Technical</li> </ul>

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Sr.	Queries	Responses
		<p>assistance in case SBP team would stuck in migrating VMs, Database, Application servers or other components to the cloud.</p> <ul style="list-style-type: none"> <li>• Assistance with setting up IAM services.</li> <li>• Guidance on managing and operating the new cloud-based development environment, including using monitoring tools, optimizing resources, and managing security configurations.</li> <li>• Most of the specified requirements will be needed only once, as they pertain to the initial setup. Following training and guidance, the SBP team will handle these tasks independently, however the assistance would be required for the period as mentioned in the RFP document.</li> </ul>
19.	Operating System?	Procuring Agency will use its own licenses for Operating System.
20.	From where connectivity will be required for cloud services?	Cloud service connectivity is required within Pakistan, primarily in Karachi and at the DR site located in Hyderabad. Additionally, there should be no restrictions on accessing cloud services from other cities within Pakistan unless specified by the procuring agency. Currently, connectivity will primarily be established via the internet using public/private key based authentication, IP fixation or a Client VPN (Client VPN licenses will be separately procured if required).
21.	What is meant by Device control mechanism?	<p>Device control mechanism refers to the policies and tools that manage and control the devices used to access cloud-based resources.</p> <p>For example, a cloud administrator might set a policy allowing access only from corporate devices. Further, the cloud service can enforce policies that require devices to meet security standards, having the latest software updates or End point Security Software (for enforcing organization policy like USB restriction etc.).</p> <p><i>This is a requirement for the technical qualification of the cloud platform and may be needed in the future; it will be procured (if additional cost is applicable or utilized) as required.</i></p>
22.	VCPUs Requirement 200 Or 400 core?	VCPUs or Core as per the offering of Cloud Service Provider.
23.	What type of configuration for Backup storage will be required?	Managed backup services that allow for regular, incremental, and full backups with customizable schedules of object storage / volume / disk / VM based backups to defined storage location.
24.	Please share the no VMs approximation for the backup solution designing purpose.	The estimated requirement for the backup service is approximately 30 to 40 virtual machines (VMs). This does not mean that a total of 30 to 40 VMs will only be configured from the compute and storage resource pool specified in the RFP document. Instead, the actual number of VMs may be higher,

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		and SBP should have the flexibility to allocate up to a maximum of 40 backup licenses across all created machines as needed
25.	How a cloud service provider add the additional items which are not covered in the price schedule?	The general / broader requirements are listed in the Price Schedule. However, if a participating Cloud Service Provider/Principal identifies any additional components that are essential/mandatory for the functionality of the proposed cloud solution, they must include these items in their proposal and list the corresponding prices in Schedule A and Schedule B of the Price Schedule. Please note that the procuring agency will not be responsible for any additional costs if the bidder fails to include required components in the sections mentioned above to achieve the required functionality of proposed solution.
26.	Is demo of cloud platform required during the technical evaluation?	Currently, no requirement of demo is defined in the RFP document. However, Evaluation Committee of the Procuring Agency during the technical evaluation may seek the relevant information from the participating cloud service providers including demo, cloud platform hosting mechanism, etc.
27.	Whether score based criteria will be used technical evaluation?	No, only compliance-based criteria as already defined in the RFP document will be used for evaluation of technical proposals.
28.	Is there mandatory for a cloud service provider to fully comply all the requirements defined as mentioned in Technical Compliance Form-B	Yes, a technical proposal will be considered as technically compliant if it meets all the requirements given under Technical Compliance Form-B after fulfilling the mandatory eligibility/qualification criteria.
29.	What is Contractual Liability Insurance?	<p>The most advantageous Cloud Service Provider will maintain the contractual liability insurance and provide the necessary evidence to the Procuring Agency, if demanded.</p> <p>If the Cloud Service Provider obtains the above insurance, Cloud Service Provider shall be responsible to indemnify Procuring Agency regardless of the payment of the insurance amount paid by the insurance company to the Cloud Service Provider. Failure of the Service Provider to pay the Procuring Agency's claim shall authorize Procuring Agency to deduct the claimed amount from the amount payable to Cloud Service Provider.</p> <p>Indeed, the purpose of Contractual Liability Insurance is to make good all damages/losses to Procuring Agency. In case of failure, Procuring Agency reserve all legal rights including but not limited to deduction from any money of the Cloud Service Provider with the Procuring Agency.</p>

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<b>Sr.</b>	<b>Queries</b>	<b>Responses</b>
30.	Is Performance Security already included in the price schedule or will separately need to be submitted at the time of award of contract?	The amount of performance security is 5% of the total estimated contract price. Further, 5% payment against second deliverable of section (A)-Payment of Cloud Infrastructure of the price schedule i.e. completion of contract, is different.