

PAKISTAN MICROFINANCE INVESTMENT COMPANY LIMITED (PMIC)

Engagement of Firm for Secure Deployment of Claude AI Services (RFP-007/26)

REQUEST FOR PROPOSAL

Sep 2026

Introduction of Company

Pakistan Microfinance Investment Company Limited (PMIC) is registered as an Investment Finance Company under NBFCs. The purpose of the organization is to provide a wide range of financial services to inter alia microfinance institutions and microfinance banks to promote financial inclusion in Pakistan to alleviate poverty and contribute to broad based development.

Instructions to bidders

- a) Sealed Technical and Financial proposals in separate envelopes must be delivered to the address below, clearly mentioning the title of the assignment on the top-right of the envelope, **04:00 PM on Sep 29, 2026**. **Firm/consultant shall also share pdf version of the technical & financial proposals on the below mentioned emails as well.**

Head of Procurement
Pakistan Microfinance Investment Company Limited (PMIC)
Plot # 55-C, 21st Floor, Ufone Tower, Blue Area, Islamabad
Email: yasir.masud@pmic.pk
Cc.: adeel.queshi@pmic.pk

- b) All documents relating to the RFP shall be written in English language.
- c) The complete proposal shall consist of the following documents:
- Technical proposal consists of the following.
 - Firm's/consultant background & experience.
 - Examples of past experience
 - Proposed timeline
 - Proposed methodology
 - Expertise of technical staff
 - Valid NTN # or Company registration documents
 - Financial proposal
 - A detailed budget reflective of all activities identified separately.
- d) Firm/Consultant may express the price **only in PKR** With the below mentioned details
- Net Cost
 - Applicable Taxes details and breakdown
 - Total Cost (including of all Taxes)
- e) All queries must be directed to gazi.usman@pmic.pk cc yasir.masud@pmic.pk, adeel.queshi@pmic.pk **no later than Sep 23, 2026**.
- f) The proposals shall remain valid Sixty Days (60 days) after the proposal submission deadline established by PMIC. A proposal valid for a shorter period shall be rejected as non-responsive. In exceptional circumstances, prior to the expiration of the bid validity period, PMIC may request all firms/consultants who submitted their proposals to extend the period of validity of their proposal for a specified additional period. The request and the responses shall be made in writing. If the firm/consultant agrees to extend the validity, it shall be done without any change in the original proposal. The firm/consultant has the right

to refuse to extend the validity in which case such proposals will not be further evaluated.

- g) Evaluation Criteria: two sealed envelope submission (1 financial and 1 Technical proposal) **Quality and Cost Based.**

Evaluation Criteria Weightage:

Technical Proposal 70%

Financial Proposal 30%

The technical evaluation shall be carried out based on the **above mentioned Evaluation Criteria.**

- h) The evaluation of proposals will be based on:
- Technical responsiveness/full compliance to the RFP requirements
 - Full acceptance of the general terms and conditions stated in the RFP.
- The opening of the proposals will take place on **Oct 01, 2026** at PMIC Plot # 55-C, 21st Floor, Ufone Tower, Blue Area, Islamabad.
- i) At any time prior to the deadline for submission of proposals, PMIC may amend the RFP and communicate to the vendors. To give prospective firms/consultants reasonable time in which to take the amendment into account in preparing their proposals, PMIC may, at its discretion, extend the deadline for the submission of proposals. Similarly, at any time PMIC may, at its own discretion, call off this RFP.

Terms of Reference of Developing a Claude AI Deployment

Scope of Work

Claude AI Deployment

Background

Pakistan Microfinance Investment Company Limited (PMIC) intends to introduce secure access to **Claude** to support employee productivity and improve the efficiency of approved business activities. Potential applications include document analysis, report drafting, policy review, summarization, research assistance and technical support.

1. Purpose

PMIC aims to hire a software development firm to develop Web Portal via PMIC staff will access Claude through a private, company-branded chat interface. All processing happens inside PMIC's own **Cloud platform** account and private network. A custom confidentiality filter screens every query before it reaches Claude, blocking anything that contains customer-identifiable or regulated financial data.

The vendor shall evaluate and recommend the most suitable cloud platform for securely integrating Anthropic Claude. The assessment should include AWS Bedrock, Microsoft Azure, Google Cloud, and any other appropriate platform supporting Claude integration.

2. Deliverables

The system has five components, all operating inside PMIC's private **Cloud platform** network:

User Layer: PMIC employees access the assistant via browser through a company-branded internal URL (e.g., ai.pmic.pk).

Interface Layer: Open WebUI a secure, self-hosted chat interface, handles login, chat history, and user management.

Confidentiality Filter: A custom-built screening service checks every query before it reaches Claude, based on rules provided by PMIC (see Section 4 for details).

Network Layer: A Virtual Private Cloud (VPC) with a private endpoint (**Cloud platform**) ensures all traffic stays within **Cloud platform** private backbone, never touching the public internet.

Model Layer: **Cloud platform** Bedrock routes approved requests to Claude (Sonnet 5), with Zero Data Retention enabled so no prompt or response is stored after the request completes.

*Data Flow: User → Open WebUI → Confidentiality Filter (block or allow) → Private Network Endpoint → **Cloud platform** Bedrock → Claude → Response returns via the same private path.*

3 Confidentiality Filter

PMIC will provide a set of rules/policy defining what counts as confidential data. The filter is built around this list:

1. Pattern Matching (default, all cases): Instantly detects structured sensitive data, CNIC numbers, account numbers, phone numbers, and using rule-based scanning. This runs before every request reaches Claude, with no added delay.
2. AI-Based Context Check (only if required): If PMIC's rules include non-pattern-based confidential content e.g., customer names, or specific case details that don't follow a fixed format, a secondary AI-based check will be added. This step adds a small amount of processing time per query, since it runs an extra check before Claude responds.

4.1 Model Configuration at PMIC Premises

Item	Details
Cloud platform Account	Active Cloud platform account under PMIC's ownership and billing.
Domain/Subdomain	A subdomain (e.g., ai.pmic.pk) for internal access.
Confidentiality Rules	A written list of what counts as confidential/regulated data, provided before filter development begins (Section 4.1).

4.2 Cloud Model Configuration at Cloud Model

Item	Details
Cloud platform Architecture	VPC, private network endpoint, security groups, IAM roles.
Bedrock Configuration	Model access, region selection, Zero Data Retention.
Confidentiality Filter	Custom-built screening service based on PMIC's confidentiality rules.
Open WebUI Deployment Branding & Access	Installed, configured, connected, hosted within the VPC. Company branding, login setup, user access configuration.
Testing	Functional, security, and load testing.
Documentation	This document plus handover notes for PMIC's IT team.
Go-Live Support	Support through launch and initial stabilization.

4.3 Reports and Dashboard

The solution shall provide:

- User activity and audit reports.
- User wise usage Claude activity
- User wise Input and output token

5. Technical Aspects

The solution shall:

- Solution will give access to Full Claude functionality like project, agent etc
- Solution should be SECP compliance
- Maintain detailed system, transaction, and user audit logs.
- Support data backup, restoration, and disaster recovery.
- Cybersecurity

6. Testing and Acceptance

The service provider shall conduct:

- Unit testing.
- System and integration testing.
- Security and vulnerability testing.
- Performance testing.
- User Acceptance Testing.

7. Additional Documents/Reports Required

The service provider shall deliver:

1. Business Requirements Document.
2. Functional and technical design documents.
3. Deployment and configuration documents.
4. User, administrator, and technical manuals.
5. Training for business, risk, and IT users.

8. Support

The service provider shall provide an agreed warranty period after go-live, including:

- Correction of application defects.
- Technical and operational support.
- Performance monitoring and optimization.
- Knowledge transfer to PMIC's IT team.

9. Duration

The service provider will be required to complete the assignment in max 3 months after awarding.

10. Qualification and experience of firm

The firm with the following qualifications is invited to design the Claude AI interface

1. A software house/firm which has expertise in designing Cloud based managed server, AI, Front end application development
2. At least 5 Years of experience in software development.
3. Demonstrate a strong understanding of AI, Claude Integration, Cloud managed services configuration

6 Proposal Evaluation

Proposals will be evaluated based on consultant's qualifications, experience, proposed methodology, and cost. Selected consultant will be notified by (tentatively) **Oct 05, 2026**.

7 Contractual information

PMIC shall award the contract to the firm/consultant whose proposal has been determined to be substantially responsive to the RFP and which has the highest combined technical and financial score.

8 Proposal Submission Form

The attached proposal submission form shall be filled in and shared with the proposal.



Proposal Submission
Form.docx