



ToRs For Selection of Web Hosting Company



Islamabad, February 2017

Terms of Reference for Selection of Web Hosting Company

For

**Pakistan Software Export Board's Industry Web
Portal, Blogs and Official Website**



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1. Pakistan Software Export Board (G) Ltd. An Introduction

Pakistan Software Export Board (PSEB) is a Guarantee Limited Company with a Board of Directors comprising representatives from within the Government, industry associations and the private sector. PSEB is Government-owned, and is mandated to promote Pakistan's Information Technology (IT) industry.

PSEB's many support programs aim to help Pakistani companies and professionals to obtain a greater share of the domestic as well as the global IT and IT-enabled services marketplace.

2. Major Functions of PSEB

Since its inception in 1995, PSEB has facilitated the overall development of Pakistan's IT industry in general and the export of software as well as IT-enabled services in particular. Its major functions are outlined below:

- Formulate and implement policy frameworks and incentive packages for the IT industry.
- Act as an interface between the Government and the IT industry.
- Interact with relevant regulatory bodies to develop an enabling infrastructure.
- Conceptualize and execute projects to develop the IT industry.
- Improve the standard of IT education.
- Resolve the IT industry's problems/concerns with relevant government quarters.
- Answer overseas companies' queries or direct them towards appropriate channels of communication.
- Maintain the local IT industry's competitiveness in the international market by creating an enabling domestic environment.
- Bring IT companies together under one platform.
- Market Pakistan as a viable IT destination.
- Monitor developments within the global IT sector and formulate/implement policies to adapt to changing environments.
- Accelerate the growth of the domestic IT sector.

3. Introduction to the Project

PSEB intends to hire a web hosting services provider to provide efficient & reliable managed hosting services for the upcoming Industry Web Portal and the PSEB website.

The international revolution has prompted many developments in all industries. With new media and high-speed networks, expectations of consumers worldwide have increased. Information is required in real-time for making effective business decisions. This trend is prevalent not only in the private sector, but also in public sector organizations. The active role of governments in delivering content as well as online services via internet and through other electronic media is enabling highly efficient process and rapid execution of tasks.

Keeping in view the roles and objectives of PSEB for promoting IT in Pakistan and attracting foreign investment in this sector, PSEB has developed a new web portal and revamped its website to deliver better services to its clients. This web portal besides imparting most



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recent information about the Pakistani IT industry will also provide many new and interesting features.

4. Purpose of the Document

The purpose of this document is to denote/specify the deliverables associated with this project and the procedure/approach, which will be followed by PSEB to assess, evaluate and select the firm/company for web hosting services. This document also illustrates the requirements and the conditions, which shall be adhered to, to fulfill and qualify for the stipulated task (hosting Industry Web Portal and PSEB Websites).

The selected company will be required to provide shared managed portal/web-hosting services initially for a period of one year with subsequent extension of three years, which is likely to be extended subject to satisfactory performance.

5. Hosting Requirements

a) Minimum Requirements / Specifications

| Sr. | Description | Specifications |
|----------------|--------------------------------|--|
| 1. | Hosting Server Type | Managed Shared Server or Dedicated Cloud Server Solution hosted at a Tier –3 data center or above |
| 2. | Number of Hosting Websites | 3-4 Websites/Portals |
| 3. | Hosting platform (SW) required | |
| | OS | Linux 5.1 or higher |
| | Database type | MySql (Unlimited Databases) |
| | Applications | Drupal, Joomla, Wordpress and others (as required) |
| | Programming Tools | PHP, DRUPAL |
| | Multimedia support | Flash support required |
| | Control Panel | Yes |
| Email accounts | Unlimited | |
| 4. | Hardware Platform Specs: | |
| | RAM required | Min 16 GB |
| | Processor Speed | CPU – Min Intel Xeon Quad Core X3440 2.53GHz, |



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| | | |
|-----|--|---|
| | | 32MB Cache |
| | HD space for website | 250 GBs, expandable to 500 GBs or above as per requirements |
| | HD space for database | Will change with growth of Database (Starting from 10 GB) |
| 5. | Estimated database growth per month | 100-500 MBs |
| 6. | Expected number of hits per month | ~30000 hits. The number of hits may grow with passage of time. |
| 7. | Number of concurrent sessions | Up to 10000 |
| 8. | Data transferred per month | 200-300 GB expandable as per requirement |
| 9. | Operating System updates | Yes |
| 10. | Mirrored Server, Back-up & Recovery, DNS Hosting | Complete daily backup on regular basis and restoration services of contents and Database with exact mirroring |
| 11. | Service Type | Managed |
| 12. | Security | <ol style="list-style-type: none"> 1. SPAM Protection 2. Virus Protection 3. IPS (DoS/DDoS Protections) 4. Spy Ware Control 5. Web Server Security 6. Content Security 7. Database Protection 8. SQL Injections Protection 9. Server Side Scripting Protection 10. Protection against vulnerabilities found in the analysis as well as the following: <ul style="list-style-type: none"> ▪ IP Spoofing ▪ Session hijacking ▪ URL Manipulation ▪ Cross Site Scripting ▪ Directory Listings |



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| | | |
|-----|----------------------------------|--|
| | | <ul style="list-style-type: none">▪ Customized error messages▪ Information extraction daemons |
| 13. | Network Monitoring | Web Base Network Monitoring Tools |
| 14. | Services and Site Administration | I. Web based service management tools like Cpanel II. Programming Tools (PHP, DRUPAL) |
| 15. | Bandwidth Connectivity | Tier 1 Network Connectivity (unlimited) |
| 16. | Technical Support | 24/7 |
| 17. | Provision of SLA | SLA with 99.9% uptime and Hardware Guarantee |
| 18. | Pricing | On yearly basis for 1, 2 & 3 year Contracts |
| 19. | Multimedia | Video Streaming of 2GB – preferably unmetered. |
| 20. | Page Load Latency | Very fast / Optimized page loading time. |

6. Technical Proposal

6.1 PSEB reserves the right to automatically disqualify companies who fail to submit the following mandatory documents:

- I. Company profile
- II. Service Level Agreement (SLA).
- III. Description of services offered
- IV. Number of corporate clients hosted by the Principal. Network infrastructure for dedicated/shared server web-hosting
- V. A network security and back-up plan
- VI. A 24/7 Technical support.
- VII. Testimonials from minimum 3 customers



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6.2. Technical Evaluation Criteria

The format for the evaluation of companies' technical proposal is as follows

| Sr. | Description | Feature / Requirements | Marks Assigned |
|-----|---|------------------------|----------------|
| 1. | Tier –3 data center or above | Mandatory | 60 |
| 2. | Mirrored Server, Back-up & Recovery, DNS Hosting | Mandatory | |
| 3. | Managed Services | Mandatory | |
| 4. | Security Feature 1. SPAM Protection 2. Virus Protection 3. IPS (DoS/DDoS Protections) 4 Spy Ware Control 5. Web Server Security 6. Content Security 7. Database Protection 8. SQL Injections Protection 9. Server Side Scripting Protection 10. Protection against vulnerabilities found in the analysis as well as the following: <ul style="list-style-type: none"> ▪ IP Spoofing ▪ Session hijacking ▪ URL Manipulation ▪ Cross Site Scripting ▪ Directory Listings ▪ Customized error messages ▪ Information extraction daemons | Mandatory | |
| 5. | Web Base Network Monitoring Tools | Mandatory | |



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| | | | |
|----|--|-----------------------|----|
| 6. | Web based service management tools like Cpanel | Mandatory | |
| 7 | Tier 1 Bandwidth Connectivity (unlimited) | Mandatory | |
| 8 | 24/7 Technical Support | Mandatory | |
| 9 | SLA with 99.9% uptime and Hardware Guarantee | Mandatory | |
| 10 | Company's Experience in the Same Domain | 1-5 Years | 10 |
| | | More than 5 years | 20 |
| 11 | Number of Corporate Domains Hosted | 1-100 Domains | 10 |
| | | More than 100 Domains | 20 |

The technical proposals will have a 60% weightage in the total scoring. A company must get minimum 60 marks against mandatory features to get qualify for the financial bid opening. Technical offer(s) will be opened on **February 28, 2017** at 11:30 am, in the presence of vendors/bidders or their authorized representatives who desires to attend the bid opening session. The technical bid for this part of the proposal must be in separate sealed envelope and marked as "TECHNICAL PROPOSAL for PSEB Portal / Website(s) Hosting"

7. Financial Proposal

7.1 The Financial Proposal must be enclosed in a separate sealed envelope and marked as "FINANCIAL PROPOSAL for PSEB portal / Websites(s) Hosting".

The financial proposals of only those companies that fulfill PSEB's technical evaluation criteria will be opened in the presence of the bidders that choose to attend. The time and date of the financial bids' opening will be communicated later.

The format of the financial offers should be as follows:

- Summary of the financial bids for 1, 2 and 3 year contracts.
- 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)

7.2 Financial Evaluation Criteria

The financial evaluation will be calculated as follows:

- The financial weightage is 40% of the gross score.
- The financial weightage will be calculated by the formula as given below:

$$=(\text{lowest bid/bid offered}) * 40$$

The aggregate points of the financial and technical evaluation for each company will be calculated. The contract will be awarded to the company that secures the maximum points.



8. Disqualifications

Without prejudice to the other rights of the company; the bidder shall be disqualified if:

- i. They are, or have been at any time during the last five years, involved in litigation, arbitration or any other dispute or event that may in the company have material adverse effects on the bidder's ability to perform the contract.
- ii. Its past conduct or execution of work under contract has been poor.
- iii. The specifications and other requirements are not properly adhered to, or it is different from the ones mentioned against each item/equipment.
- iv. The bid is not accompanied by the 2% earnest money of the total value of the tender in the shape of a pay order/bank draft in favor of PSEB; or the earnest money submitted is less in amount. The bid money will be returned to unsuccessful bidders within three weeks.
- v. PSEB will not entertain incomplete/conditional quotations or quotations with overwriting/cutting, etc.
- vi. The firm/company is not registered with the Income Tax and Sales Tax authorities.
- vii. Any other major discrepancy found in the proposal and/or non-compliance of the terms and conditions of the ToRs.
- viii. The firm has been blacklisted by any other firm/company and/or government department.

9. Proposal Submission

The proposal should be submitted in two main sealed envelopes, each of which contains a sealed technical proposal and a sealed financial proposal separately. The technical and financial proposals must be submitted on or before **February 28, 2016, 11:00 am** at PSEB's Islamabad Office address, given below (In case of courier it should reach earlier to specified time late proposals won't be considered)

10. General Terms and Conditions:

1. PSEB reserves the right to accept or reject all or any application as per PPRA rule # 33.
2. Financial proposals will be opened in the presence of all those candidate companies that are short-listed by the technical evaluation committee and who wish to attend the bid-opening meeting.
3. A 2% bid bond of highest amount in the shape of a bank draft in favor of "Pakistan Software Export Board" SHOULD BE INCLUDED WITH FINANCIAL PROPOSAL. Technical proposal should clearly state that a bid bond has been included in the



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financial proposal. Please do not disclose the amount of the bid or the bid bond in the technical proposal.

4. The bid money will be returned to successful bidder, if and when the bidder submits the performance bond/guarantee equal to 5% of Purchase Order.
5. Preference will be given to service providers proposing a turnkey solution for the categories mentioned in ToR.
6. Quoted prices should be in Pakistani rupees and inclusive of all applicable taxes. Prices mentioned without any remarks will be treated as inclusive of all applicable taxes. Agents or representatives of web hosting companies located outside Pakistan can also apply on behalf of their Principal(s).

11. Mailing Address / Contact Information

Following address will be used for the applications & correspondence. The application must be sent via courier. E-mails and telephone calls can only be used for query clarification/communication purposes.

Director International Marketing
Pakistan Software Export Board (G) Limited
2nd Floor, Evacuee Trust Complex, F-5 Aga Khan Road,
Islamabad

Telephone: 051-9211124 Fax: 051-920 4075
E-mail: shassan@pseb.org.pk
URL: www.pseb.org.pk