Islamabad, August 2016

Terms of Reference for Selection of Web Hosting Company

For

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

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 polices 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

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	International Shared Server Solution hosted at a Tier –3 data center or above
2.	Number of Hosting Websites	3-4 Websites/Portals will be hosted
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 for news etc	10-20
4.	Hardware Platform Specs:	
	RAM required	Min 16 GB
	Processor Speed	CPU – Min Intel Xeon Quad Core X3440 2.53GHz,

		32MB Cache
	HD space for website	30 GBs, expandable to 200 GBs 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 to10000
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 backup and restoration services of contents and Database with exact mirroring
11.	Service Type	Managed
12.	Security	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: - IP Spoofing - Session hijacking - URL Manipulation - Cross Site Scripting - Directory Listings - 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
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

6.2. Technical Evaluation Criteria

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

S.#	Description	Total Score	75%	100%
1	The company must have multiple years of International dedicated/ shared server web-hosting experience	60%	The company has minimum five years of international dedicated/shared server web-hosting experience	The company has seven years and above International dedicated/ shared server web-hosting experience
2	Number of corporate clients hosted by the Principal.	40%	The company has minimum 100 corporate domains	The company has 120 and above corporate domains
	Total	**100%**		

The technical proposals will have a 60% weight age in the total scoring. Technical offer(s) will be opened on Monday August 22, 2016 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 evaluation 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 Monday August 22, 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 wont 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 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.

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Pakistan Software Export Board (G) Limited
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Islamabad

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