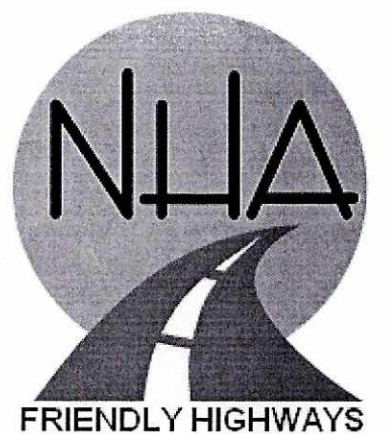


Price = Rs. 500/-



Bid Document

For Virtual Dedicated Web Server
(Web Hosting Services)

Bid Opening Date: 13th July, 2021

Name of the Firm to whom issued: _____

NHA Accounts Receipt No. _____ Dated: _____

National Highway Authority
27 – Mauve Area, G-9/1,
ISLAMABAD.

NATIONAL HIGHWAY AUTHORITY
MIS SECTION



CONTENTS

NOTICE FOR BID NO. 131	3
1. Instruction to Bidders:	4
2. Specification Criteria:.....	6
3. Term and Conditions:.....	6
4. Eligibility Criteria:	6
5. Bid Evaluation Criteria:.....	7
6. Open COmpetative Biding:	7
7. Penalties:	8
8. Undertaking:	8
9. Contract Period:	8
Bill of Quantities/Specifications (ANNEX-A)	9
BID APPLICATION FORM	12

**F. No. 2 (28) NHA/Dir (MIS)/2020-21
NATIONAL HIGHWAY AUTHORITY
Coordination Wing (MIS Section)**

Issue Date: From: 24-06-2021 to 13-07-2021
Pre-bid Meeting: 01-07-2021 at 10:30 hrs
Date of Submission: 13-07-2021 till 10:00 hrs
Date of Opening: 13-07-2021 at 10:30 hrs

Invitation for BID (IFB)

**For Virtual Dedicated Web Server
(Web Hosting Services)**

Sealed bids are invited through NHA& PPRA websites and also published in national dailies for acquiring the services of Virtual Dedicated Web Server (Web Hosting Services) for NHA official Web Site from reputed IT related firms who are registered with Income Tax and Sales Tax Department. Reputed firms can purchase bid documents from the office of the undersigned during the office hours by submitting a written request on their letterhead, along with Pay Order or Bank Draft amounting to Rs. 500/- (Non-Refundable) in favour of National Highway Authority, Islamabad. Bidding documents can also be downloaded from NHA's website (www.nha.gov.pk) free of cost. Bids should be received on or before 13th July, 2021 till 1000 hrs and same will be opened by the Purchase Committee on same day at 1030 hours in the presence of bidders or their representatives. Pre-bid meeting shall be held on 1st July, 2021 at 1030 hrs in Room # 114, MIS Section, NHA HQ.

Deputy Director (SD-MIS)
27-Mauve Area, G-9/1, Islamabad
Tel: 051-9032834

F. No. 2 (28) NHA/Dir (MIS)/2020-21
NATIONAL HIGHWAY AUTHORITY
Coordination Wing (MIS Section)
BID DOCUMENT

1. Instruction to Bidders:

- a) **General:** Sealed bids are invited through PPRA's and NHA's website for the procurement of **Virtual Dedicated Web Server (Web Hosting Services) for their official Website (www.nha.gov.pk)**, from independent IT related firms without any joint venture. Bid document should be signed and stamped on each page by the designated authorized representative of the bidder. Bids would be considered only in the prescribed form/ document. Bids not submitted on prescribed form will be summarily rejected.
- i. **Bill of quantities:** The Bidder should quote as per BOQ and specification at (Annex-A).
- ii. **Pre-bid Meeting:** A pre-bid meeting is scheduled to be held in the office of Deputy Director (SD-MIS), Room # 114, First Floor, Old Building, NHA (HQ), Sector G-9/1, Islamabad, on 1st July, 2021 at 1030 hrs. A prospective Bidder requiring any clarification of the RFP may contact the undersigned in writing or by electronic mail.
- iii. **Earnest Money:** The bid must be accompanied with 2% of the total quoted amount as earnest money in shape of pay order/bank draft in favor of National Highway Authority, Islamabad. The bids without earnest money or containing less than 2% will be treated as Non-Responsive.
- iv. **Date & time of submission:** The bids shall be received in the office of Deputy Director (SD-MIS), Room # 114, First Floor, Old Building, NHA (HQ), Sector G-9/1, Islamabad till 1000 hrs on 13th July, 2021 and will be opened at 1030 hrs on the same day in the presence of bidders or their nominated representative.
- v. **Mode of payment:** NHA shall pay Web Hosting Service charges on yearly advance basis to the IT related firm. The minimum period of payment will be 20 working days from the date of receipt of bills/invoices.
- vi. **NTN/GST certificate:** Bidders must be registered with GST and NTN. Bidders must mention their National Tax registration Number (NTN) and General Sales Tax (GST) number and furnish copy of NTN and GST certificate along with tender.
- vii. **Tax deduction:** As per FBR Rules, all government applicable taxes will be deducted from the total amount unless an exemption certificate is provided from the income tax department.
- viii. **Acceptance/rejection:**

a). The contents of the Bidding Document are comprised of the contents listed in this documents and should be read in conjunction with any addenda issued.

b). Bidders are expected to examine all instructions, forms, terms, specifications, and other information. Failure to furnish all information or to submit a bid not substantially responsive in every aspect will be at the Bidder's risk and may result in the rejection of its bid.

c). NHA reserves the rights to accept or reject in part or full any or all the offers. However, NHA may (upon request) communicate the grounds for rejection of bid(s), but is not required to justify those grounds.

- ix. **Change in quantities:** NHA intends to procure the services as per requirement and reserves the right to increase/decrease. It will be the responsibility of the bidder to deliver the services on time.
- x. **Amendments:** NHA may amend the RFP at any time prior to the deadline for submission of bids, for any reason whatsoever, whether at its own initiative or in response to a clarification requested by prospective Bidder(s).
- xi. **Procedure of Open Competitive Bidding:** The bids shall comprise in a single package containing envelopes clearly marked with "**Original and Copy**", duly sealed. The envelope shall be marked clearly of its purpose in bold and legible letters to avoid any confusion.
- xii. **Bid Currencies:** All prices shall be quoted in Pak Rupees.
- xiii. **Bid Validity:** The bid validity period shall be one eighty (180) days after the deadline for bid submission.
- xiv. **Contacting the NHA:** From the time of bid opening to the time of Contract award, if any Bidder wishes to contact NHA on any matter related to the bid, it should do so in writing.
- If a Bidder tries to directly influence NHA or otherwise interfere in the bid evaluation process and the Contract award decision, its bid will be rejected.
- xv. **Performance Guarantee:** The successful bidder shall deposit 10% performance guarantee/security in shape of bank draft equal to the amount of accepted bid. The same shall be released after the expiry of the contract.
- xvi. **Documents Comprising the Bid:**

The bid (Original + Duplicate) submitted by the Bidder shall comprise the following:

- A covering letter duly completed and signed by a person or persons duly authorized to bind the Bidder to the Contract; a duly notarized, written power of attorney;
- All Price Schedules/Financial Proposal duly completed and signed by a person or persons duly authorized to bind the Bidder to the Contract;
- A list of all deviations and justifications for the deviation to the required technical features specified in the Technical Requirements;

- Bidders are reminded that their bids may be considered as non-responsive if material deviations are taken. NHA will decide, at its sole discretion, what constitutes a material deviation.

2. Specification Criteria: All bids must be submitted according to Specifications given in the **Annex-A**.

3. Terms and Conditions:

- The bids shall be evaluated on the basis of Competitive Price, Eligibility Criteria and Evaluation Criteria.
- Bidder must submit bid duly signed/stamp on prescribed form (Annex-A), otherwise bid shall be considered as Non-Responsive. Bids not submitted on prescribed form (Annex-A) will be summarily rejected.
- Incorrect information of any sort shall make the firm liable for debarring from this contract in NHA even after award of the work/supply order.
- Offer with any overwriting shall not be accepted in any case. If quoted amounts in figure/words are not matched, the bid is liable to be rejected/nonresponsive.

4. Eligibility Criteria: Partially compliance will be rejected.

S#	Requirements	Bidder Compliance YES/NO
1.	Bidder must have its own multiple data centers in Pakistan on different cities, no third party Pakistani data center is allowed to host NHA website.	
2.	Bidder must have Web Hosting Business for at least 05 years in Pakistan.	
3.	Bidder must have minimum 05 Corporate Level web hosting customers with document proof, if requested	
4.	Bidder must have its own dedicated email solution located in Pakistan.	
5.	Bidder must have provided web hosting services to similar business clients to GOVT/Semi GOVT/Financial organizations	
6.	Bidder must have latest technologies and there is a redundant bandwidth available from at least 2 different Service providers.	
7.	Bidder must have dedicated redundant DDoS security solution located in Pakistan.	
8.	Bidder must have experience in DC Managed Hosting Services, Co-location, Connectivity services, DR implementation and managed Services and other related services.	
9.	Bidder must have hosted the web hosting services of multiple GOVT/Semi GOVT/Financial organizations having complete online system with Database activity.	
10.	Bidder must have certified networking and security team, with at least 8 years of experience in managing and monitoring enterprise-level networks	

11.	Bidder must have un-interrupted (redundant) power supply and 24x7 support staff and backup services. Local 24/7 Support desk must available in Islamabad	
12.	Bidder must have redundant generators (Primary/secondary)	
13.	Bidder must have Physical Security (CCTV/ Access Control etc.)	
14.	Bidder must have Automated Fire detection system	
15.	Bidder must have Virtual Security Network and it is through multiple firewalls (hardware and software based) with all latest anti-viruses, Intrusion detection systems (IDS/IDP) and DDoS devices installed.	
16.	Bidder must have Data Centre Layered Network security model (Security Network is through multiple firewalls like with all latest anti-viruses, Intrusion detection systems (IDS/IDP) installed.	
17.	Bidder Data Centre must have separate Network, systems & Infrastructure Management systems with 24x 7 monitoring & reporting.	
18.	Bidder's Data Centre must have scheduled data backup devices.	
19.	Bidder must have clustered Servers for Applications and Database as well as Clustering Services Solution.	
20.	Bidder's Data Centre must have the facility of monitoring all routers, switches and connectivity to ensure the integrity of the data centers and operations. The Data Centre is able to analyze the network backbone, bandwidth providers and the overall health of the Internet and the different kinds of Monitoring services like IP Address Monitoring, Internet Port Monitoring, URL Monitoring, Server Status Monitoring, Link -Status Monitoring etc.	
21.	Bidder must be capable and having renowned DDoS protection solution (like Arbor or similar).	
22.	Bidder must have its own deployed renowned firewall protection located in Pakistan.	
23.	Bidder shall provide services with reliability of SLA 99.98% (subject to require services).	

4. Bid Evaluation Criteria:

- The bids shall be evaluated on the basis of competitive price.
- The bidder shall quote for all service(s) showing description and specification at Annex-A. Incomplete bids shall be rejected.
- The bidder shall provide following:-
 - NTN/GST (Issued by FBR)
 - Online verification Certificate of FBR Active Tax-Payer
 - Last two years Tax return
 - Last 2 year financial turnover (Minimum Rupee 1 million per annum)
 - Proof of similar services in shape of Work Orders(atleast 01 GOVT/Semi GOVT/Financial organizations)
 - Declaration regarding blacklisting on Stamp Paper an amounting to Rs. 100/-

5. Open Competitive Bidding:

- a) The Bidder (firm or company) must be an entity incorporated in Pakistan.

- b) A Bidder must submit a proposal according to the BOQ (ANNEX-A).
- c) Provision for price escalation adjustment included in this bid shall not be taken into consideration.
- d) NHA reserves the right at the time of award to increase or decrease the scope without any change in the unit price or other terms and conditions.

8. Penalties:

If service provider is unable to provide backup:

1. The contractor/Service Provider is unable to backup data one time a day, penalty of Rs. 2,000/- per occurrence.

2. Loss of data of any kind during the period of contract, a penalty (10%) of total quoted amount will be imposed and contractor will be blacklisted.

- If website/server is down:

Availability	Credit Percentage
99.98% to 100%	0%
97% to 99.98%	2%
95% to 97%	5%
94.9% or below	10%

- Credit percentage is the amount of deduction on the monthly charges basis.
- Maximum penalty deduction will not reach the amount of 1 month charges.

9. Undertaking:

The successful bidder should submit undertaking that during the course of contract period, quality services shall be provided. The successful bidders should also furnish the undertaking that their firm is not black listed.

10. Contract Period:

The Bidders shall be providing uninterrupted Virtual Dedicated Web Server (Web Hosting Services) for a period of 01 year from the date of commencement and extendable for another term of one (01) year on same terms and conditions subject to satisfactory performance and mutual consent.

**F. No. 2 (28) NHA/Dir (MIS)/2020-21
NATIONAL HIGHWAY AUTHORITY
Coordination Wing (MIS Section)**

Annex-A

**Bill of Quantities/Specifications
For Virtual Dedicated Web Server
(Web Hosting Services)**

<u>Sr #</u>	<u>Description/Specifications</u>	<u>Total Annual Amount Including all taxes</u>
01.	<p><u>Technical Plan (Active Server):</u> <u>Specifications for Web Server (Active)</u></p> <ul style="list-style-type: none"> • Core: XEON 8 CORE • RAM: 16GB • Storage: 600GB SSD • 1 Dedicated live/public IP • OS: CentOS 7 • Bandwidth Volume per Month: Unlimited • 24/7 Support • CPanel License for 1 Account/Domain • Security Management and support • Web Server Management • Web Support • OS Hardening • Check daily logs for utilization and any abnormal trends • Checking of Audit logs for Security Breach etc. • Critical Service logs check and audit • Application troubleshooting within the scope defined at the time of contract • Dedicated Manager Level support • Database: MySQL, FTP Account: Unlimited • Management: Fully Managed by Firm & Cloud Provider. • Detailed Online Web Statistics, WAF, DOS/DDOS protection. • Enterprise grade CDN support for high availability. • Firm will ensure migration of all user's email data from current email server. • Firm will also ensure availability and security of all email data. • SSL certificates for domain and all sub domains • Ensure reliability and availability with enterprise grade CDN service and • Provision of high security using WAF and DDoS protection. • Malware Protection, Daily Malware Scan • Virtual/External Patching • Raw Access log of CDN / Edge Network • Vendor must provide CDN Portal access to view real time Stats • 60 Sec Edge Cache Refresh • Server should have Inline DDOS Protection Capability 	

	<ul style="list-style-type: none"> • 30 Seconds Response time against any Attack • 5 Minute Resolution time for any attack incident <p><u>CLOUD BASED WEB APPLICATION FIREWALL AND DDoS PROTECTION WITH LOAD BALANCER</u></p> <ul style="list-style-type: none"> • Industry Leading Unmetered DDoS Protection • Enhanced security with Web Application Firewall (WAF) • Global Content Delivery Network • Lossless image optimization • Automatic mobile optimization • Cache Analytics • Packet deep analysis up to layer 7 • WAF Management • 24/7 Real time threat protection engines • Globally Load Balanced CDN • Static Content Caching • Reputation-based Threat Protection • Load Balancer 	
02.	<p><u>Technical Plan (Backup with High Availability Server):</u></p> <p><u>Specifications for Web Server (Backup)</u></p> <ul style="list-style-type: none"> • Core: XEON 8 CORE • RAM: 16GB • Storage: 600GB SSD • 1 Dedicated live/public IP • OS: CentOS 7 • Bandwidth Volume per Month: Unlimited • 24/7 Support • CPanel License for 1 Account/Domain • Security Management and support • Web Server Management • Web Support • OS Hardening • Check daily logs for utilization and any abnormal trends • Checking of Audit logs for Security Breach etc. • Critical Service logs check and audit • Application troubleshooting within the scope defined at the time of contract • Dedicated Manager Level support • Database: MySQL, FTP Account: Unlimited • Management: Fully Managed by Firm & Cloud Provider. • Detailed Online Web Statistics, WAF, DOS/DDOS protection. • Enterprise grade CDN support for high availability. • Firm will ensure migration of all user's email data from current email server. • Firm will also ensure availability and security of all email data. • SSL certificates for domain and all sub domains • Ensure reliability and availability with enterprise grade CDN service and provision of high security using WAF and DDoS protection. • Malware Protection, Daily Malware Scan • Virtual/External Patching • Raw Access log of CDN / Edge Network 	

	<ul style="list-style-type: none"> • Vendor must provide CDN Portal access to view real time Stats • 60 Sec Edge Cache Refresh • Server should have Inline DDOS Protection Capability • 30 Seconds Response time against any Attack • 5 Minute Resolution. • Industry Leading Unmetered DDoS Protection • Enhanced security with Web Application Firewall (WAF) • Global Content Delivery Network • Lossless image optimization • Automatic mobile optimization • Cache Analytics • Packet deep analysis up to layer 7 • WAF Management • 24/7 Real time threat protection engines • Globally Load Balanced CDN • Static Content Caching • Reputation-based Threat Protection • Load Balancer 	
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Grand Total in figures: _____

Grand Total in words: _____

Earnest Money 2% in shape of Pay Order/Bank Draft

(Rs in figure): _____

(Rs in words) _____

Pay Order/Bank Draft No. & Bank Name _____

Date: _____

Name, Signature, Stamp of Authorized Representative and Address of Firm

Name

Signature & Stamp

Address

Contact No.

NATIONAL HIGHWAY AUTHORITY
MIS SECTION

BID APPLICATION FORM

1. Name of Firm/Bidder : _____
2. Name of owner of the firm : _____
3. CNIC Number : _____
4. Official address of bidder : _____

5. Telephone, Business _____
Mobile No. Fax No. : _____
6. GST Registration No. : _____
7. Income Tax No. : _____
8. Validity period of prices (Days):

**Name, Signature, Stamp of Authorized
Representative and Address of Firm**

Name

Signature & Stamp

Address

9. Place for opening of bids : NHA Auditorium,
27-Mauve Area, G-9/1,
Islamabad.

10. Documents attached with the application form:

i. _____

ii. _____

iii. _____

iv. _____

v. _____

11. Terms and conditions prescribed in the Bid Document are fully understood and accepted. I / We hereby agree to abide by and fulfill all the terms and conditions of the contract.

**Name, Signature, Stamp of Authorized
Representative and Address of Firm**

Name

Signature & Stamp

Address

Issued By
Deputy Director (SD-MIS)
NHA – HQ Islamabad.