

Ref: GM CM/Web Hosting (ICT)/01/21

Request for Proposal

Subject: Website Hosting Services

Introduction

Pakistan International Airline (hereafter refer to as PIACL) is looking for Service Provider, local and international, to provide Website Hosting and Maintenance Services. Solution shall be Cloud Based. Contract will be made for the period of two (02) years.

PIACL invites vendors to submit proposals on ‘**Single Stage Single Envelope**’ basis, according to the terms and conditions listed throughout this document. This Request for Proposal (RFP) will serve to provide vendors with the requirements, evaluation criteria, and other information required for Website Hosting and Maintenance Services.

The bids, prepared in accordance with the instructions in the bidding documents, must reach at **Iftikhar M. Usmani, GM Contract Management, Supply Chain Management Department, PIA Head Office, Karachi on or before 20-12-2021 at 1030 Hrs PST. Bids will be opened the same day at 1100 Hrs PST.**

PIACL reserves the right to reject any or all bids or cancel the tender process at any stage in line with PPRA rules.

Note: Bids received through e-mail shall not be entertained.

Existing Environment

Domain: 1

Sub-Domain: 0

Server: Lite-speed

vCPUs: 8

DDR 4 RAM: 24 GB

SAN Storage: 100 GB

Technology: Joomla CMS

PHP: 7.4

Scope of work

1. Service provider to provide uninterrupted services as per SLA to PIA Customers globally and employees. Services must be as per technical requirements defined in the Section “Technical Requirements” of this RFP and must fulfill all terms & conditions and mandatory requirements.

General Terms & Conditions

- a) Incomplete and conditional responses will not be entertained.
- b) PIACL reserves the right to accept/reject wholly or partially any response or cancel the tender process altogether at any stage without assigning any reason.
- c) Responses are liable to be rejected if; they are not conforming to the terms, conditions and specifications stipulated in this document.
- d) Bid Security** (for local vendors only) shall be furnished by the bidder equivalent to 02% of total bid value along with the bid.
- e) **Performance Guarantee** - for local bidders only. For international bidders, at PIA discretion). The successful tenderer upon award of Contract / Purchase Order will be required to furnish security deposit (Pay Order OR Bank Guarantee) in the amount equivalent to 10% of total tender value as interest free Security deposit and to remain valid 3-months after the expiry period of the Contract. The Earnest Money already held can be converted into Security Deposit and balance amount if any shall be deposited as above.
- f) **Bidders are required to submit a Pay Order of Rs. 6,000/- (Non-Refundable) as tender fees along with Technical Proposal (Local Bidders only).**

Acceptance, Award and Rejection

- a) PIACL reserves the right to terminate the process without awarding the contract.
- b) PIACL reserves the right to accept or reject any part, or all, of each proposal submission and/or not to make an award if none of the proposals received meet the requirements.
- c) PIACL will not be responsible in law or in equity to any proponent for any claim for losses or damages, or any other relief, arising out of the RFP process including the selection or rejection of any particular section of this proposal.
- d) PIACL interpretation of the contents of the official proposal documents shall prevail.

Bid Evaluation

The responses will be evaluated as per requirements mentioned in Evaluation Criteria Section of this RFP. For qualifying, bidders shall fulfill all the requirements as laid out in Section “Mandatory Requirements” of Evaluation Criteria. If any of the mandatory requirements is not met by the bidder, the bid will be canceled straightaway and no further consideration will be given. Contract will be awarded on lowest cost basis. Cost Breakup shall be given as stipulated in the section “Financial Bid” of this RFP.

Service Level Agreement

- 99.95% uptime
- 24/7/365 support
- 15 minute response time
- No third Party support

Technical Requirements

A. System Resources (Based of Existing Size of Website)

- a. vCPUs = 8
- b. DDR 4 RAM = 24 GB
- c. SAN Storage = 100 GB

B. Basic Requirements

- a. Domains = 10
- b. Data Transfer = Unmetered
- c. Dedicated IPs
- d. Sub-Domains = Unlimited
- e. Individual Control Panel for each Domain
- f. Web Host Manager for managing all individual Control Panels
- g. Whitelisting and blacklisting based on regions and individual IPs
- h. Staging Site
- i. Ticket based online support portal

C. Business Continuity & Performance

- a. Tier III conform Data Center and DR-Site
- b. SSD Storage
- c. HTTP/3 enabled
- d. QUIC enabled
- e. Virtualized architecture for optimal Server Performance

D. Security

- a. Malware scanning & protection
- b. Proactive defense against Zero-Day Malware attack
- c. Automatic Malware cleanup
- d. Web application firewall
- e. Network redundancy
- f. End-to-End Encryption
- g. Daily Auto Backup
- h. SPAM filtering
- i. On-Demand Backups
- j. Free Backup Restores

E. Developer Friendly

- a. SSH and SFTP access
- b. Support PHP 7.4 or higher, .NET, Java, WordPress and other technologies

- c. Unlimited MySQL Databases
- d. Unlimited SFTP accounts
- e. JOOMLA CMS
- f.e. Node.js
- g.f. Git and SVN

Evaluation Criteria

Mandatory Requirements

S.No.	Description	Documents
1	Must comply all the requirements and specifications mentioned Scope of Work, SLA and Technical Requirement sections of this RFP.	Attach compliance sheet (Y/N or further detail if required) for every point mentioned in these sections
2	Must provide following resource scaling: <ul style="list-style-type: none"> • vCPUs = Increase by 1 vCPU when usage exceeds 80% up to 48 vCPUs • DDR 4 RAM = Increase by 1 GB when usage exceeds to 80% up to 48 GB • SAN Storage = Increase by 10 GB when usage exceeds to 80% up to 250 GB 	
3	Company's registration certificate	Relevant certificate
4	Must have at least 10 customers with projects of similar size and scope	Customer's reference and Project's list

Financial Bid

Bidder must submit the following rates on the basis of 2 years' contract.

- 1 Migration Cost
- 2 Setup Cost
- 3 Monthly Charges
- 4 Any Other Charges

Description	Amount
Monthly Web Hosting Services	
Annual Amount	
Amount for 02 years	
Migration Cost	
Set up Cost	
Any Other Charges	
Total	
Tax (if applicable)	
Grand Total (inclusive of applicable tax)	

*For the purposes of comparison of bids quoted in different currencies, the price shall be converted into PKR.

Contract will be awarded on the basis of lowest cost for the period of 2 years.

Agreement

Agreement and Payment terms will be finalized later on with successful bidder.