

ADMINISTRATION DEPARTMENT

Admn./24(42-C)/2016

Date: December 23, 2016

TENDER FOR “ACQUIRING OF EMAIL AND WEBSITE HOSTING SERVICES” AT NIT HEAD OFFICE, KARACHI

National Investment Trust Limited an Asset Management Company managing mutual funds in Pakistan invites all reputed and well established firms / companies having a legal presence in Pakistan and registered with tax authorities and all mandatory bodies to submit bids, in sealed envelope clearly marked **“TENDER FOR ACQUIRING OF EMAIL AND WEBSITE HOSTING SERVICES”** containing two separate sealed envelopes - one containing, Technical Proposals (information / documents) duly marked **“Technical Proposal”** and the other containing financial proposal duly marked **“Financial Proposal”** as advised in tender document.

Tender documents which are containing detailed terms and conditions, method of participation, procedure for submission of Tenders, validity, opening of Tender, evaluation criteria, clarification / rejection of Tender are available for the interested participants at National Investment Trust Limited, 6th Floor, National Bank of Pakistan Building, I.I. Chundrigar Road, Karachi. Tender documents can also be downloaded from www.nit.com.pk free of cost.

Sealed Tender in accordance with the instructions in the documents must reach at National Investment Trust Limited, 6th Floor, NBP Building, I.I. Chundrigar Road, Karachi, up to January 11, 2017 at 10:00 a.m. Technical proposals will be opened the same day at 10:30 a.m. This advertisement is available on NIT Website at www.nit.com.pk

(S. IQBAL AHMED)

Head of Administration



TENDER FOR ACQUIRING OF EMAIL AND WEBSITE HOSTING SERVICES FOR NIT

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1. INTRODUCTION

- 1.1** National Investment Trust (NIT) is the oldest and largest Mutual Fund Company of Pakistan, with its Head Office located in Karachi and operation spread all over Pakistan through its 23 branches and a customer facilitation center in Karachi.
- 1.2** Sealed Tenders are invited from reputed and well established firms/companies having legal presence in Pakistan and registered with the national Sales Tax and Income Tax Departments. This tender is for purchase of services by NIT for Email and website hosting as mentioned in this document.

2. SCOPE OF WORK

- 2.1** NIT is currently hosting web and email hosting services at Cyber net since 2004. After intention of present service provider to closing this service offering, NIT requires to migrate its web site, Domain and Email services to a cloud based solution with Email Gateway/ Appliance services as per specification, quantity and conditions mentioned in this document, for ongoing/perpetual period conditional to periodic review by NIT on basis of agreed service level, criterion and regulatory requirements.
- 2.2** Selected bidder must ensure that the offered solution is fully operational, latest and meet Tender Technical Specification.

3. INFORMATION FOR BIDDERS

Name of Procuring Agency:	National Investment Trust Limited National Bank Building, 6 th Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Last date for Bid Submission	January 11, 2017 at 10:00 A.M
Bid Opening Date and Time	January 11, 2017 at 10:30 A.M
Bid Opening Place	National Investment Trust Limited National Bank Building, 6 th Floor, I.I. Chundrigar Road, Karachi. 74000, Pakistan.
Contact Person	Mr. S. T. A. Quadri, VP - Admin
Phone:	021-32412056-9 (Ext : 235)
Direct Phone	021-32425101
E-mail	avpadmin@nit.com.pk
Fax:	021-32422719

4. TERMS AND CONDITIONS:

- 4.1.** The bidder should be registered with Sales Tax and Income Tax Department.
- 4.2.** Bid should be submitted in Pak Rupees only.
- 4.3.** Complete items against above mentioned bidding category should be included in bid submitted.
- 4.4.** Bidder firm has not been blacklisted by any Government/Semi Government organization.
- 4.5.** NIT reserves the right to accept/reject wholly or partially any tender at any stage of the tender process. Reasons may be provided upon written request.
- 4.6.** Validity period of the bids shall be for at least for period of tender submission and its award, inclusive of PPRA compliance requirements.
- 4.7.** The decisions of NIT will be binding on all concerned and will in no case be challengeable at any forum or any court of law.
- 4.8.** Bids are liable to be rejected if; they are not conforming the terms, conditions and specifications stipulated in this Tender.
- 4.9.** During the examination, evaluation and comparison of the bids, the NIT at its sole discretion may ask the bidder for clarifications of its bid. However, no change in the price or substance of the bid shall be sought, offered or permitted after bid submission.
- 4.10.** For this tender all updates/changes shall be communicated through email by NIT.
- 4.11.** The bidder must certify that the offered product is the latest available against the given specification.
- 4.12.** The deployment will be made at NIT Head Office, Karachi.
- 4.13.** The bidder must have office in Karachi and fully capable to provide support from this location.
- 4.14.** Bids submitted via email or fax will not be entertained.

5. PROCEDURE FOR BID SUBMISSION

- 5.1.** For this tender ‘Single stage- Two envelope procedure’ for open competitive bidding shall be adopted.
- 5.2.** Bid envelope submitted will comprise of a single envelope containing two separate closed / sealed envelopes containing Technical and Financial proposal.
- 5.3.** Technical proposal envelope should be marked as ‘Technical proposal’ and should include following documents:
 - 5.3.1.** Technical brochure of the offered Product/Services
 - 5.3.2.** Company profile.
 - 5.3.3.** List of customers (corporate sector) along with their contact details
 - 5.3.4.** Technical specification (Annexure I) document completely filled, signed and stamped for identifying offered Product/Services.
 - 5.3.5.** Income Tax/GST certificate of the bidder.
 - 5.3.6.** Local Training outline covering product specification.
 - 5.3.7.** Any other document required as per this tender document.
- 5.4.** Financial proposal should be marked ‘Financial proposal’ and contain bid price filled as per BOQ (Annexure II) as per specification given in Annexure 1.
- 5.5** In first stage only the ‘Technical proposals’ will be opened in the presence of bidder’s representatives that choose to attend.
- 5.6** Technical proposals of the bidders will be evaluated, generally for compliance of ALL the requirements given in the tender document and specifically for Qualification Criteria given in Annexure III.
- 5.7** Vendors who will not submit all required documents / information as per Qualification Criteria and do not meet the qualification requirement will be declared as Non-Qualified Vendors.
- 5.8** As a part of technical evaluation, bidders may be asked to arrange visit to their completed projects.
- 5.9** On the basis of Qualification Criteria, the financial proposal of only technically qualified bidder will be opened in the presence of their representatives that choose to attend.
- 5.10** Financial proposals of bids found technically non-responsive will be returned un-opened.

6. EVALUATION CRITERIA

The lowest financial bid will be accepted.

7. PAYMENT TERMS

- 7.1** The payment will be made in advance on quarterly basis (three months).
- 7.2** All payments shall be made after deduction of taxes.
- 7.3** All payments shall be made through cross cheque in the Pak Rupees.
- 7.4** Taxes will be deducted at source as per government rules at the time of payment.
- 7.5** Bidder should include all other /optional charges (inclusive of taxes) in their financial bid BOQ, deemed necessary to complete and compare final bid amount.

ANNEXURE 1: TECHNICAL SPECIFICATION FOR EMAIL AND WEBHOSTING SERVICES

Service	Specification	Details	Compliance (Y\N)	Comments
1. Web & Email hosting and migration	Hosted Service	Local Pakistan based hosting services required		
	Web hosting	nit.com.pk		
	Network Volume	At least 250 GB/month		
	FTP Accounts	30 or more		
	Domain	com.pk		
	Sub-Domain	Unlimited		
	Minimum Web sites hosted	5 or more		
	Database	MySQL MS SQL Express		
	Re-director	Auto		
	Supported	PHP, Perl, Python and CGI Support, JSP, Joomla, WordPress		
	Website Statistics	Required		
	Web-based Admin Control Panel	Required		
	Microsoft FrontPage Support	Required		
	File Manager, Domain Manager & User Manager	Required		
	SSL Support	Required		
Migration	Migrate Existing Domain, Email Accounts and web site			
2. Email & Web Hosting	Hosted Environment	Dedicated VM with Windows Server OS Installed		
	VM Specification	Dual Core Processor, 4 GB RAM, 50 GB OS Disk Space with 50 GB Enhanced Storage (or higher)		
		Provision of redundant server hardware in case of active VM's server hardware failure		

	IP Allocation	2 – 3 dedicated & fixed public IPs		
	POP3 Service	Unlimited email account		
	IMAP Service	Required		
	SMTP Service	Required		
	Webmail Service	Required		
	Spam Filter	Required		
	Web based Email Accounts	Required		
	Email Re-direct	Required		
	Auto Responder	Required		
	Email Forwarders	Required		
	Email Aliases	Required		
3. Email Gateway/ Anti-Spam Firewall	Hosted Environment	Dedicated VM / Appliance		
		Minimum Licenses /support for 200 email accounts		
		The anti-spam solution should be of high standard and of level recognized/ acceptable internationally		
	Filtering Functions	Anti-Spam Header tests, Grey Listing, Body phrase tests, Watermarking, Bayesian filtering, Character sets, DNS Block Lists		
		Image Spam Detection		
		Automatic address whitelist / blacklist		
		Manual address whitelist / blacklist		
		Collaborative spam identification databases		
		Antivirus		
		Anti-Mail Bombing		
		Anti-Pushing		
Content Filtering-anti fraud detection				

	Future provision	For installation of customer (NIT) purchased anti-spam appliance at vendor premises		
		Replacement of vendor provided anti-spam appliance by NIT's		
4. General	Control panel for management activities (including creation, quota allocation, deletion, disable account, group creation, Export CSV file but not limited to)			
	Ensure confidentiality of information (include Password, logs and other information on website)			
	Ensure prudent practices of NIT website and data security from threats			
	Ensure proper Updating of Antivirus & spam filtering.			
	Ensure a 99.9 % uptime of services, that include; (a)network connectivity, (b)VM, (c)Windows OS and (d)Email & Website hosting services , (e) any other critical service.			
	Provide the full copy of backed up email accounts & databases. (whenever required)			
	Redundant (Primary and DR) fiber optic based data center infrastructure for high availability			
	Ensure providing reports of discrepancies and user complaints and issue monthly certificate of satisfactory Policy			
	Signing of SLA for quality of service, high availability, etc between NIT and Vendor			
	Ensure proper training to NIT IT officials for smooth operation of email FTP and web hosting			
	Enable Enforced TLS Certificates on respective email gateways. (As per the directives of State Bank of Pakistan)			

ANNEXURE II: BILL OF QUANTITY (To be attached as part of Financial Bid)

S. No	Product (As per specification of Annexure I)	Quantity	Yearly Charges (PKR)	Total Price (PKR)
1	Email Hosting & Web hosting server	01		
2	1 x SSL Wildcard certified for SSL / TLS Enforcement	01		
3	Email Gateway Server / Anti-Spam Firewall	01		

Note:

Bidder should mention any other charges/optional charges in financial bid deemed necessary to complete and compare final bid amount. (All-inclusive including taxes)

ANNEXURE III: QUALIFICATION CRITERIA

Vendors who will meet the following conditions and submit the documents / statements / information as mentioned, will be declared Qualified Vendors while others will be classified as Non-Qualified Vendors.

1. Income Tax Certificate / GST Certificate (Copy to be provided) of partner and its distributor.
2. Proof of Company being in operation for at least 3 years in Pakistan in relevant business.
3. The company should be registered in Pakistan with offices in multiple cities (including Karachi) to provide country wide support. If required.
4. Successful implementation of at least five (05) similar projects* completed within last three years. Testimonial from the customer or can be confirmed by NIT through the contact detail provided.
5. The company must have in-house skills and resources for providing support. A list of support personnel should be attached.
6. The hosting solution deployed Projects completed during last 3 years and in hand should have a combined worth of at least Rs.3.0 Million (list to be provided).
7. Company should offer the solution based on Pakistan.
8. Completely Filled Bill of Quantity.
9. Compliance of the offered solution with the specification mentioned in Technical Information. Annexure I completely filled signed and stamped to be included.
10. The agreement shall be executed for ongoing/perpetual period conditional to compliance of provided services with the performance criterion agreed.

** Project listed should be of the same or higher specification than this Tender*