

Tender No. SME-2022011

INVITATION TO BID

**Hiring of Firm to Provide Web Hosting, Web Site Maintenance
and Domain Registration Services**

SME Bank Ltd, a Public Sector Scheduled Commercial Bank incorporated on October 30, 2001 under the repealed Companies Ordinance, 1984 and engaged in the business of banking with the primary objective to support and develop Small and Medium Enterprises (SME) sector in Pakistan by providing necessary financial assistance and business support service on sustainable basis, invites sealed bids from Companies/Firms registered with Income Tax and Sales Tax Departments and who are on Active Taxpayers List of the Federal Board of Revenue for Hiring of Firm to Provide Web Hosting, Web Site Maintenance and Domain Registration Services

Bidding documents, containing details terms and conditions, are available at website of bank www.smebank.org or from PPRA www.ppra.org.pk free of cost

The bids, prepared in accordance with the instructions in the bidding documents, must reach to undersigned on or before December 27, 2022 at 3.30 pm. Bids will be opened on the same at day 4.00 pm. This advertisement is also available on PPRA website at www.ppra.org.pk.

Sajjad Ahmed
Deptt Head Services,
SME Bank Ltd.
Head Office,
56-F, Nazimuddin Road,
F-6/1, Blue Area,
Islamabad
Ph.051-9221945
Cell Number: 0308-7773998
Email: sawan@smebank.org

Organization Name	:	SME Bank Ltd.
Address	:	56-F, Nazim-ud-Din Road, F/6/1, Blue Area
City	:	Islamabad
Tel No.	:	051-9217000
Fax No.	:	051-9217001
Tender No	:	SME-2022011
Description	:	Hiring of Firm to Provide Web Hosting, Web Site Maintenance and Domain Registration Services
Advertisement Date	:	8.12.2022
Closing Date	:	27.12.2022
Closing Time	:	3.30 pm
Opening Time	:	4.00 pm
Estimated Cost	:	Rs.600,000/- (approx.)
Tender Documents	:	Attached
Tender Nature	:	National
Bid Security	:	Rs.10,000/-
Bid Validity	:	90 days
Remarks	:	

Tender Document

Hiring of firm to provide Web Hosting, Web Site Maintenance and Domain Registration Services to SME Bank Ltd.

1 Invitation to bid

SME Bank Ltd., intends to hire services of reputed, financially sound firms/companies for providing Web Hosting, Web Site Maintenance and Domain Registration Services at SME Bank, Head Office for the period of one year extendable for the further period of one year.

2 Requirements:

The bidder is required to quote price of Website Maintenance Services, Hosting and Domain Registration as per requirement given above for a period of 1, 2 and three years respectively.

Technical Criteria: As per Annexure- A.

3 Language of the Bids

The bids prepared by the Tenderer and all correspondence and documents relating to the bids exchanged by the Tenderer, shall be written in English or Urdu language.

4 Bid Security

Bid security of **Rs.10,000/-** shall be submitted by the bidders at the time of submission of the bids, in the shape of demand draft / pay order in the name of SME Bank Ltd. and to be attached with technical proposal documents. Bid security of unsuccessful bidders shall be returned after selection of company. The Bid security of selected company will be released after expiry of the contract/agreement as security.

5 Form of Bid (Procedure of Bidding)

As per PPRA Rule No. 36 (b) i.e. Single stage – two envelope procedure which includes that -

- (i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- (ii) The envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- (iii) Initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- (iv) The envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of the bank without being opened;
- (v) The Bank shall evaluate the technical proposal as per tender document including attached criteria, without reference to the price and reject any proposal which does not conform to the specified requirements;

- (vi) The financial proposals of bids shall be opened publicly at a time, date and venue announced, which shall be communicated to the qualified bidders separately.

6 Instructions to bidders

General Instructions:

- i. Income Tax, Sales Tax and all other applicable taxes shall be deducted in accordance with the law.
- ii. The bid should be valid for a period of 90 days from the date of opening. SME Bank Ltd will not be responsible for any delay in submission of bids via mail or courier.
- iii. Proposal shall contain no interlineations or overwriting. Any alteration and modification in tender documents will not be allowed.
- iv. In case of any tender where unit rate of any item/items appear unrealistic, such tender offer will be considered as unbalanced and in case the bidder is unable to provide satisfactory explanation such a tender is liable to be disqualified and rejected.
- v. All bids received after dead line mentioned in tender notice shall be rejected and returned unopened to Bidder.
- vi. On the basis of evaluation, the successful bidder will be informed accordingly. Letter of acceptance /intent will be issued only to successful bidder including terms & conditions. Once accepted, the parties shall enter into a contract by signing agreement. The companies desirous of participating in bidding process may obtain draft agreement against written request from the bank, free of cost.
- vii. SME Bank Ltd reserve the right to reject any or all bids as per PPRA rule 33 (Rejection of bids)
- viii. Bids once submitted cannot be withdrawn. If a bidder withdraws from the bidding process after submission of bid the Bank reserves the right to forfeit the bid security.
- ix. Bidder shall be responsible to treat this Tender Document and information gathered during bidding process as “Private” and “Strictly Confidential”. The bidder shall not publish or disclose any information concerning the task without seeking special written permission of SME Bank Limited.
- x. Any bidder submitting incomplete information may be disqualified from the bidding process.
- xi. Any bidder submitting false, incorrect or inaccurate information may be automatically disqualified from the bidding process.
- xii. Any effort by the bidder to influence SME Bank Ltd., directly or indirectly may result in the rejection of the bidder's offer.
- xiii. Pages of every section of the bid must be numbered and signed & stamped by the Bidders nominated authorized signatory. The representative of the bidding firm shall furnish a proof of authorization to sign the bids, in the form of a written Power-of-Attorney, which shall accompany the Bid.
- xiv. The Bank will not be responsible for any costs or expenses incurred by bidders in connection with the preparation or delivery of bids.
- xv. The proposal without bid security will not be entertained and rejected straightaway.
- xvi. Any Security company (ies) in litigation with SME Bank will not be eligible for participation in the bidding process. All other bidders/firms/companies shall provide detail of all active litigation cases with their clients as well as cases closed during the last three years i.e. 01-01-2019 to date for consideration on case to case basis. The bank reserve the right to reject the bids of such companies/firms which are in litigation with their clients.

xvii. **Bidder must submit an affidavit that the:**

- a) Bidder/Company/Firm has never adjudged an insolvent services/ advisory/consultancy.
- b) Bidder/Company/Firm or its directors/partners or individuals have never been declared bankrupt by any court of law.
- c) Bidder/Firm has never been blacklisted or involved in litigation with any client/ organization/government/semi-government/autonomous body Including SME Bank Ltd.
- d) Bidder/Company/Firm its directors/partners or individual always fulfilled/ obeyed execution of degree or order of any court decree never been dissatisfied against them.
- e) Bidder/Company/Firm its directors/partners or individuals have not been convicted of a financial crime, banking frauds mortgage frauds, forgery, embezzlement, cheque frauds, credit cards frauds, etc.
- f) Bidder/Company meets the financial integrity requirement as per applicable Laws & Regulations.

7 SECURITY FORFEITURE:

Bid Security may be forfeited after opening of bid in following conditions.

- 7.1. In case bidder withdraw his bid during the period of its validity.
- 7.2. In case successful bidder fail to sign the contract and/or Service Level Agreement, violate any clause of the bidding document or bidding document and purchase order.
- 7.3 In case successful bidder fail to fulfill the contractual obligations.
- 7.4 In case successful bidder deviate from any clause of the bidding document, tender Notice and Purchase/service agreement.

8 OPENING OF BID

- 8.1 During evaluation of bids, SME Bank may at its discretion, ask a bidder for clarification of bid. The request for clarification and response shall be in writing and no change in the prices of bid shall be offered or permitted.
- 8.2 In case of arithmetical errors between unit price and total price, obtained by multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If the bidder does not accept the correction his/her bid will be rejected.
- 8.3 SME Bank may waive any minor informality, non-conformity or irregularity in bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- 8.4 SME Bank will determine whether each bid is substantially responsive to the bidding documents. A substantially responsive bid is one which conforms to all terms & conditions, technical specifications of bidding documents without any deviation.
- 8.5 If the bid is not substantially responsive it will be rejected. However, Bank may consider the bid proposal having any minor discrepancy which is not affecting whole evaluation criteria for healthy competition.

9 Evaluation Criteria & Acceptance of Bids

SME bank shall evaluate the technical proposal and will reject proposal that do not conform to the mandatory requirements and prerequisites.

Financial proposal of only those organizations shall be opened that conforms to the mandatory requirements and prerequisites. Contract shall be awarded to lowest bidder as per terms and conditions specified in this document and agreement, if not in conflict with any other law, rules, regulations or policy of the Federal Government, shall be awarded the procurement contract, within the original or extended period of bid validity.

10 Tax

Quoted rates must be inclusive of all applicable taxes.

11 Payment Procedure

Payment on monthly basis after receipt of invoice at the end of each month.

12 Agreement

An agreement is to be executed with the selected firm/company.

13 Confidentiality

All bids submitted to SME Bank and subsequent correspondence and discussion shall be kept confidential and will not be revealed directly or indirectly to any other party, except in the case of any government query by department/ organizations monitoring Banks and the Federal Government.

14 Clarification for Tender

In case of any clarification is needed to the meaning of any portion of the specification, vendor may contact Mr.Kashif Iqbal and Mr.Imran Rashid at +92 -051-9206731 during office hours.

15 Closing Date

The last date for receipt of bids is 27.12.2022 by 3.30 pm Technical Bids will be opened on the same day at 4.00 pm SME Bank Head Office, 56-F, Nazim-ud-Din Road, F-6/1 ,Blue Area, Islamabad, in the presence of the Purchase Committee & those bidders or their representatives who wish to attend. Only one individual per firm/company can attend.

16 Bid Submission

The Bid proposal should be submitted as follows:

Single package containing two separate envelopes. Each envelop contains separately the financial proposal and a technical proposal” along with certificate as per attachment.

The bidders are requested to ensure compliance with the requirements mentioned in the tender documents. The formats are filled in correctly along with required documents. Submission of incomplete information and documents may lead to disqualification.

The Sealed Envelope containing the Technical Proposal should be clearly marked as:

Volume-I Technical Proposal to provide Web Hosting, Web Site Maintenance and Domain Registration for SME Bank Ltd.

Sajjad Ahmed
Department Head Services
Head Office, 56-F, Nazimuddin Road,
Blue Area, Islamabad.
Ph.9217000 UAN # 111 11 00 11
Mobile No. 0308-7773998
Email: sawan@[smebank.org](mailto:sawan@smebank.org)

Name of Bidder: _____

The Sealed Envelope containing the financial proposal should be clearly marked as:

Volume-II Financial Proposal to Provide Web Hosting, Web Site Maintenance and Domain Registration for SME Bank Ltd.

Sajjad Ahmed
Department Head Services
Head Office, 56-F, Nazimuddin Road,
Blue Area, Islamabad.
Ph.9217000 UAN # 111 11 00 11
Mobile No. 0308-7773998
Email: sawan@[smebank.org](mailto:sawan@smebank.org)

Name of Bidder: _____

a)

Certificate

I/We agree to abide by the terms and conditions of the Tender and Mr./Ms. is authorized by I/we **to sign the Tender for and on behalf of M/S _____ NAME OF FIRM IN BLOCK CAPITALS).**

Name, Signature and Designation of the Official authorized to sign the bid documents: _____

Telephone No: _____

Address of the official: _____

Name & Signature Authorizing Official/Executive: _____

Designation: _____

Complete Address of the Company/Firm: _____

Fax No: _____ **Telephone No.:** _____

Witness:-

1. _____ 2. _____

Technical Requirements: Web Hosting, Web Site Maintenance

And Domain Registration Services

SME Bank intends to invite bids from renowned service providers for maintenance of its website namely www.smebank.org for both English and Urdu versions. The bidder shall be required to:

- Maintain & update existing website and add new pages/posts/forms/contents as per requirement of the Bank.
- Create new multimedia contents for placement at SME Bank's website.
- Maintain an URDU language image of SME Bank's website by translating English language contents.
- Ensure 24x7 availability of website thru 24x7 monitoring.
- Perform monthly website health check and address identified issues including but not limited to Time to First Byte, Full page load time, broken links, uptime etc.
- Provide Quarterly recommendations for website improvement including user experience, conversion rates, content and messaging, stability and technical Excellence, aesthetics and functionalism, accessibility and usability etc.
- Provide an integrated analytical tool to analyze the traffic sources, flow of traffic, session patterns, bounce rate etc. for the marketing function of the Bank.
- Bug fixing and error correction on immediate basis.
- Schedule daily or user defined frequency automated backup of website with notification to the Bank. Bank shall have access to this backup and it shall be restored on periodic basis by the bidder in test environment for assurance to the Bank.
- Ensuring multi-browser and multi device compatibility
- Keeping plugins, widgets and entire website technologies etc. up to date to protect it from malicious actors.
- Perform SEO on self-review basis as well as on recommendation of the Bank.
- Securing of website thru well reputed WAF/Firewall plugin.
- Provide full support and access to their systems, premises, information, documentation etc. to SME Bank's inspection team including Audit & SBP as and when required.
- To incorporate any update sent before 1500 on any day within 24 hours or less. Those sent after 1500 hours can take 36-hours max for incorporation. Generally, the website updates will be carried out between Monday-Friday (9.00 AM – 6.30 PM) however in order to meet certain statutory & regulatory compliances updates may be required on immediate basis on non-working hours and the bidder should have the infrastructure to carry out these quick updates.

- Bidder shall provide an escalation matrix for 24x7 communication covering aspect of routine communication, business continuity and cyber-attacks.
- Bidder shall implement all guidelines and regulations etc. of SBP, relevant to website hosting, website maintenance and website technologies.
- Bidder shall immediately restore SME Bank’s website in case of cyber-attack. Maximum recovery time objective is two hours. Bidder shall ensure that proper logs are available for postmortem and source tracing by SME Bank.
- Conduct monthly Vulnerability Scanning of Website and addressal of vulnerabilities on immediate basis.
- Ensure smooth migration of website from incumbent service provider. A detailed project plan is required to be submitted for the same.
- Synchronization and integration with email and social media accounts
- Chatbot enabled website.
- Application and Database to be installed on different machines with proper security hardening.

Existing Details of SME Bank’s Website Hosting

Hosting: Go Daddy

Hosting Fee Paid: up till December,2022

Disk Space: 10 GB

30 MB Backup email server

UNIX Lite Hosting for SQL Server, MySQL Database, WordPress and PHP

Existing Details of SME Bank’s Domain Registration

Registration at: Tucows Domain Inc.

Expires on: 06-Jun-2024

MX, SPF Record maintenance and management at well as DMARX and DKIM support

SME Bank also intends that the bidder should migrate SME Bank’s web hosting from abroad to local environment subject to availability of local hosting service providers, on expiry of current hosting, fulfilling the prerequisites specified in section below. Incase local hosting service provider don’t meet required service delivery prerequisites than the bidder shall renew the existing arrangement or suggest a new hosting service provider. Similarly, the bidder shall manage SME Bank’s Domain Registration on its behalf.

Prerequisites:

1. The bidder should have been providing Web Maintenance services to minimum one Commercial Bank for a period of more than one year. Reference letter from the Bank confirming services is a must.
2. Bidder must have been in business for at-least three years offering Web Maintenance Services.
3. Bidder's annual revenue must be at-least PKR 10 million per year during each of last three years. Bidder must submit Audited Financial Statements for last three years or Income Tax returns for last three years reflecting that the bidder meets the minimum annual requirement as specified in eligibility criteria.
4. Bidder must provide server redundancy and disaster recovery solution.
5. Bidder must ensure to provide 99.9% uptime.
6. Bidder must provide cloud-based security solution (similar to Cloudflare Business) to secure the website.
7. Following features/functionalities, including but not limited to, should be included in the proposed solution:
 - Web Application Firewall/Firewall
 - DDoS Alerts
 - Unmetered DDoS Protection (Burst or Continuous)
 - Unmetered Network/web Traffic
 - CDN
 - Bot Mitigation
 - Network redundancy
 - Malware Scanning
 - SSL availability and Support
8. Bidder should provide unlimited monthly bandwidth limit.
9. Bidder should provide unmetered data transfer limit.
10. SME Bank nominated resource shall also be provided admin level access to the cpanel as well as hosting panel.
11. The recommended hosting company should have been providing Hosting services to minimum one large Commercial Bank for a period of more than one year. Reference letter from the Bank confirming services is a must. OR the recommended hosting company is compliant/certified for privacy, security, availability processing integrity and confidentiality.

12. The recommended hosting company should have been in business for at-least three years offering web hosting services.
13. The recommended local/non local hosting company should have at-least two data centers within Pakistan/abroad (at-least 300 km apart) that have either one of the following certifications:
 - ISO 27001
 - ISO 27017
 - ISO 27018
14. The recommended hosting company should have 24x7 Premium Support over Email, Chat and phone.
15. The recommended hosting company should have the technological infrastructure to host SME Bank's website