



Assistant Director (IT)  
Ph. 9202508

**Government of Pakistan**  
Ministry of Commerce  
National Tariff Commission

Dated: 4<sup>th</sup> March, 2019

**Tender Document  
For  
Web Application Hosting Service**

National Tariff Commission (NTC) is an autonomous investigation authority of Government of Pakistan on trade and tariff matters. Commission administers trade remedy laws against dumped and subsidized imports of goods hurting Pakistan's domestic industry. NTC also conducts safeguard investigations against surge in imports. All such proceedings are carried out in conformity with a rule-based international trading system. NTC also advises the Government on issues related to Pakistan's industry competitiveness, promotion of exports and customs tariff rationalization.

2. The NTC intends to host an application (Managing Anti-Dumping in Real Time) which is like case management system to share information with all the stakeholders through automated processes this solution as part of Digital Pakistan initiative envisaged by the Government of Pakistan.

3. The NTC invites Bidders for Web Hosting Services of NTC Application for selection of the bidder capable of hosting the application of NTC in accordance with the terms and conditions.

**Eligibility Criteria for bidder**

- 1) The bidder should be a registered body.
- 2) The bidder should have minimum 10 clients whereas preference would be given to the bidder having maximum clients of Government.
- 3) The bidder should have minimum of 3 years of experience in Hosting Services of reputed organizations.

**Competencies:**

- 1) Past experience in hosting and maintaining very professionally.
- 2) Excellent I.T. skills and management skills.
- 3) Ability to respond quickly to the maintenance.
- 4) Awareness on the latest smart technologies for hosting.

- 5) Ability to regularly maintain, update the application if required.

### **Essential knowledge and experience:**

- 1) Good information technology skills, with previous experience of hosting, maintenance and management.
- 2) Knowledge of the mandate and work of a government department hosting would be desirable.

### **Scope of the Work & Technical Specifications is as under**

#### **WEB APPLICATION HOSTING**

It is the responsibility of the bidder to ensure that the application hosting is taken care of and that any problems are quickly resolved. The Service provider should support NTC for Installation of application and migration of data from the existing service provider.

#### **I. Server Preference**

- 1) The Web Servers should be preferably Windows Server 2012 or above.
- 2) Web Server Apache with PHP 5.6 +, Laravel 4.2.19, MySQL 5.5+.
- 3) 1VCPU, 2GB RAM and 30 GB storage with provision for enhancement whenever required.
- 4) The Web Hosting Service Provider should also ensure timely deployment of all latest update / upgrades of patches / versions / releases for all software / system software whenever released.

#### **II. Backup**

The Web Hosting Service Provider should provide 24x7x365 days uninterrupted service and should ensure that backup is taken on a daily basis. The data backup taken should be easily retrievable as and when needed.

#### **III. Uptime Guarantee**

The Web Hosting Service Provider has to ensure that the Uptime for the application availability is at least 99.5% and 99.99% for the systems availability. Prior notification should be given for scheduled maintenance. Any issues with availability of Web Application should be dealt without any delay.

#### **IV. Security**

Hosting Provider should ensure various levels of securities against the vulnerabilities, such as Confidentiality, Integrity and Authentication (CIA).

### **Criteria for evaluation**

- 1) Background and Registration of organization (date of start, various types of IT related tasks performed in past other than web development)
- 2) Proven practical experience with all stages of Installation of Web Hosting Servers, Database Servers, Email Servers, Developing Application, Web technology skills, with previous experience of Application management, editing, hosting. (Work -order, Agreements, SLA).
- 3) Past experience of hosting services (Document agreement, bill of payments etc.)
- 4) Registered in Govt. Organizations/bodies. (Documents of empanelment with them)
- 5) The decision of committee shall be final and binding to accept for bidders.
- 6) Cost.

## **General Instructions**

- 1) Bidder should mention its name, business address, telephone, name of contact person, GST and NTN.
- 2) Rate quoted should be inclusive of the cost of Services, manpower cost, Printing, Transportation, maintenance for a minimum onward period of 1 year, inclusive of charges of GST and other taxes as applicable.
- 3) Offer price/quoted price should mention in rupees and dollar as well.
- 4) Payment of services will be made on quarterly basis after deduction of all government taxes/levies and agreement will be made on annual basis.
- 5) Reimbursement of security deposit / amount shall be made after the expiry of service level agreement (SLA).
- 6) Conditional offer submitted by bidder or submitted by fax/email will not be accepted.
- 7) NTC has the right to reject the bids in light of the provisions of Rule 33 (1) of Public Procurement Rules, 2004.

## **Earnest Money Deposit & Performance Security**

- 1) Each Bidders shall furnish, Earnest Money Deposit (EMD) equal of 5% of the bid (refundable) through any mode of payment-Pay order, draft etc. in favour of National Tariff Commission, Islamabad.
- 2) Earnest money will be refunded to unsuccessful bidders after processing of bids. However, earnest money of successful bidder will be retained till the expiry assignment.

## **Disqualification:**

NTC has the right to reject the bids or proposals at any time prior to acceptance of a bid or proposal, in light of the provisions of Rule 33 (1) of Public Procurement Rules, 2004 in the following cases:

- 1) Bids received after due date and time.
- 2) Bids not accompanied by all requisite documents along with the Earnest Money Deposit (EMD) by Demand Draft / Bankers Cheque.
- 3) If the hard copy of Bids is not signed by the authorized signatory of the agency.
- 4) If the bidder submits the Bids specifying his own terms and conditions.
- 5) If information submitted in Bids is found to be misrepresented, incorrect or false.
- 6) Bidder fails to enter into a contract even after the date of notice of award of contract or within such extended period, as may be, the selection may be rejected.
- 7) Bidders may specifically note that while evaluating the Bids, if it comes to NTC knowledge, expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of Bids, then the bidders so involved are liable to be disqualified.

All bids should reach the undersigned at the given address by March,20 2019, 2:00 PM and will be opened on the same date and venue at 02:30 p.m. in presence of bidders or their authorized representatives.

**Assistant Director (IT)**  
National Tariff Commission  
4th floor State life Building No. 5 Blue Area Islamabad 44000  
Phone 051-9202508