



# **PSEB WEBSITE MAINTENANCE AND SECURITY**



## Terms of References/RFP

FOR

# PSEB WEBSITE MAINTENANCE

JULY 2020

PAKISTAN SOFTWARE EXPORT BOARD  
MINISTRY OF INFORMATION TECHNOLOGY  
GOVERNMENT OF PAKISTAN



# PSEB WEBSITE MAINTENANCE AND SECURITY

## Contents

1	Pakistan Software Export Board (G) Ltd, An Introduction .....	3
1.1	Major Functions of PSEB .....	3
1.2	Objectives of the Project.....	3
1.3	WEBSITE TECHNICAL SPECIFICATION.....	4
1.3.1	Maintenance and Performance Monitoring Required .....	4
1.3.2	Security Required .....	4
2	Technology Used.....	4
3	Service Availability .....	5
4	Bidding Process .....	6
5	Technical & Financial Proposal Points Allocation/Selection Criteria .....	6
5.1	Technical Bid Criteria for the Portal.....	7
5.2	Financial Bid Criteria .....	8
5.3	Incurred Cost.....	8
6	Terms and Conditions .....	8
6.1	Performance Guaranty.....	8
6.2	Payments.....	9
6.3	Disqualifications.....	9
6.4	Award of Contract.....	10
6.5	Tenure of Contract .....	10
6.6	Termination of Contract.....	10
7	Documents required to be submitted .....	10
8	Proposal Submission and Opening.....	10
9	Contact Information.....	11



# PSEB WEBSITE MAINTENANCE AND SECURITY



## 1 Pakistan Software Export Board (G) Ltd, An Introduction

Pakistan Software Export Board (PSEB) was established by the Government of Pakistan for the facilitation and development/advancement of the local IT industry globally. It is a guarantee limited company totally owned and funded by the Government of Pakistan working under the auspices of the Federal Ministry of Information Technology (IT & Telecommunication Division). The company has its own Board of Directors, which is chaired by the Federal Minister of IT and Telecommunications.

Since the date of its inception, being the apex body within the Government charged with the task of accelerating/enhancing Pakistan's IT and IT enabled services (ITeS) industry PSEB has done a tremendous job by providing timely and relevant policy input and by supporting the IT industry through the introduction of several projects and programs in the areas of Infrastructure Development, Human / Intellectual Capital Development, Company Capability Certification, International Marketing and Image Building, etc.

### 1.1 Major Functions of PSEB

The aims and objectives for the establishment of PSEB are as follows;

- Formulate and implement policy frameworks and incentive packages for the IT industry.
- Act as an interface between the Government and the IT industry.
- Interact with the relevant regulatory bodies to develop the enabling infrastructure.
- Conceptualize and execute projects for the development of the Industry.
- Enhance the quality of IT education.
- Resolve problems/concerns of the IT industry with relevant government quarters.
- Address queries by overseas companies or direct them to the appropriate channels.
- Maintain the competitiveness of the local IT industry in the international market by creating a viable domestic environment.
- Bring IT companies under one platform.
- Market Pakistan as a viable IT Destination
- Monitor developments within the global IT sector and formulate / implement policies to adjust for the changed environment.
- Accelerate the growth of domestic IT Sector.

### 1.2 Objectives of the Project

The objective of this assignment is to engage a company who is well reputed and equipped with highly skilled professionals to provide maintenance services to PSEB website and keep it secured from all possible security threats and vulnerabilities. It is imperative to mention here that this portal is serving as a gateway to connect Pakistan's IT industry with the prospective customers around the globe. The brief of this assignment is as follows:



## 1.3 WEBSITE TECHNICAL SPECIFICATION

### 1.3.1 Maintenance and Performance Monitoring Required

1. Performance monitoring of the website with services and functions and ensure its availability by 24/7.
2. All changes updates and fixes required in the website from time to time.
3. Reports generation and maintenance of those reports.
4. Maintain complete log of website hits, visitors, new users and data manipulation updating and deletion.
5. Adding new modules, if required, and maintenance of all modules of the website.
6. Management of all the databases and user directory attached to the website. The look and search options of member directory may be required to update/revamped from time to time.
7. Adding of new database to the website.
8. Efficient working of user directory for retrieving, saving and report generation of the directory services.
9. Backup of complete website on weekly basis.
10. Incremental backup of all databases on weekly basis.
11. Updating the tools and other patches required to run the website smoothly and efficiently.
12. Changes in the content of the website including insertion/removal of image, data manipulation like log reports on company registration/renewal/updating activity, users' credentials updating/modification and any other minor changes.

### 1.3.2 Security Required

1. Ensuring that the website is secure from all sort of internal and external attacks.
2. Prevention of all sorts of Blind, HTTP header, SQL injection and Cross-site Request
3. The maintenance company shall be responsible for all types of application layer attacks, their mitigation and counter measures.
4. Securing from cross site scripting and also the stored cross site scripting.
5. Cookies must be secured.
6. Penetration testing and vulnerability assessment on as and when required basis.
7. Provision of application level security (firewall services) and its maintenance.
8. Maintenance of cloud cache & DNS upgradation.
9. The maintenance company shall also act as first responders if and when any security incident may happen.

## 2 Technology Used

The portal is based on the following technologies

- Open source web 3.0 technology is used (Joomla, Liferay)
- The web portal is HTML 5 compatible



# PSEB WEBSITE MAINTENANCE AND SECURITY

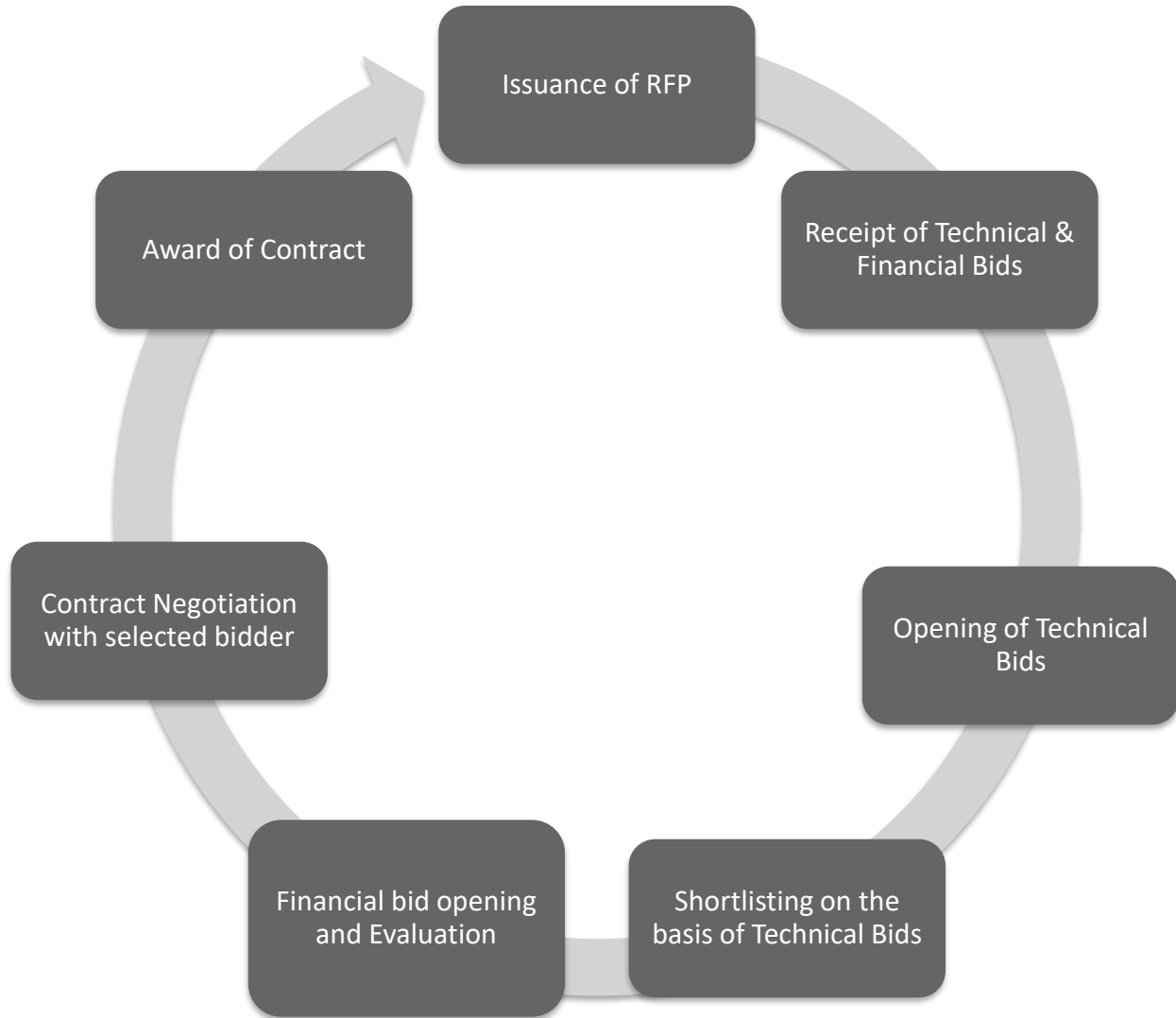
- Search Engine Friendly site
- CSS 3 compliant Design
- W3C compliant XHTML/CSS/HTML is used.

### 3 Service Availability

1. The company will ensure the website is not down due to security compromise or hacking attempts and is available 24/7 (except hosting services' issues).
2. The response time should be less than 5 minutes in case of any down time or any issue in the website due to security compromise or hacking attempt. The company will provide Escalation Chart to be followed in this regard.
3. PSEB can ask an explanation in case of any delay in the response time of the maintenance company.
4. A Service Level Agreement (SLA) will be signed with selected vendor to be followed strictly during the concurrency of the agreement signed between both parties. A draft of detailed SLA will be submitted with the bid including resolution time in case of any data/security breach, recovery time of website in case of any hacking or hijacking or any sort of disaster in the website, response time of for both emergency issues and normal manipulation in the website content, rebates plan, etc.



## 4 Bidding Process



## 5 Technical & Financial Proposal Points Allocation/Selection Criteria

The technical proposals/bids must be complete and well formatted in all aspects. The evaluation of proposals submitted by the firms/companies will be carried out keeping in view the following details:

Weightage of Technical Evaluation: 70%

Weightage of Financial Evaluation: 30%



# PSEB WEBSITE MAINTENANCE AND SECURITY

## 5.1 Technical Bid Criteria for the Portal

Sr #	Description	Max. Score	Marks Allocation	
1	Firm/Bidder Profile	4	Registered age- 15+ years	4
			Registered age - 7 to 15 years	2
			Registered age - less than 7 years	1
2	Financial Position	06	Annual turnover +100 mil	6
			Annual turnover 51-100 mil	4
			Annual turnover up to 50 mil	2
3	Relevant Experience of the firm in providing web maintenance and security.	20	Successfully completed Project of similar nature and size (1 Project= 2.0 Marks) Mini. 05 projects are mandatory.	20
4	Qualification and Competence of the proposed Team Members–Full Time/Part time/ On-call	20	Relevant Work Experience of team lead (One project=01 marks)	10
			Composition of the team deployed on project (designer, content writer, developer, QA/QC, time allocation for dev.)	10
5	Proposed Methodology for PSEB Portal Maintenance and Security	15	Support & Maintenance Plan Quality of the proposed support and maintenance plan will be taken into account while awarding score	15
6	Soundness of Security of Solution proposed	20	<b>User Authentication</b> <ul style="list-style-type: none"> <li>• Password</li> <li>• Role Based</li> </ul>	5
			<b>Data Integrity</b> <ul style="list-style-type: none"> <li>• Message Digest</li> <li>• Creation of User Logs</li> <li>• Detection &amp; Prevention of Tempering</li> </ul>	5
			<b>Data Security</b> <ul style="list-style-type: none"> <li>• Encryption</li> <li>• Secure exchange of data over the network / internet</li> </ul>	5
			<b>Application Security</b> Details of security applied to the project	5
7	Disaster Recovery Management Plan	10	Submission of Disaster Recovery Plan	10
8	Technical Bid Completeness	10	Includes but not professional presentation of the bid in line with RFP	10
9	Presentation/Demonstration of the Proposed Solution	15	Onsite presentation of proposed solutions by participating bidders	15
	G. Total	120		



# PSEB WEBSITE MAINTENANCE AND SECURITY

Minimum percentage for technical qualification shall be 70%. Firms securing this evaluation score, or more will be considered as technically responsive and subsequently short listed. Financial bids of technically qualified bidders only shall be opened for further evaluation. The weightage of technical proposal is 70% in the total score.

## 5.2 Financial Bid Criteria

The financial bids of only technically qualified companies will be opened. All costs associated with the provision of maintenance and security of PSEB Website shall be presented in a flat rate, fee for service (including all applicable taxes). In case of any arithmetic error in the total tender amount, quoted item rate will be taken as touchstone to work out the correct tendered amount.

The evaluation of financial bids will be calculated as follows:

- The weightage of financial proposal is 30% in total score.
- The financial weightage will be calculated by the formula as given below:  
= (lowest bid/bid offered) \*30

The aggregate points of the financial and technical evaluation for each company will be calculated. The contract will be awarded to the company that secures the maximum points.

## 5.3 Incurred Cost

Those submitting proposals do so entirely at their expense. There is no expressed or implied obligation by the PSEB to reimburse any individual or firm for any costs incurred in preparing or submitting proposals, for providing additional information when requested by the PSEB or for participating in any selection demonstrations or interviews, including contract negotiations. Furthermore, at their own cost, finalists will be required to complete a detailed **Statement of Work** that will be part of the implementation contract before contract signing.

## 6 Terms and Conditions

### 6.1 Performance Guaranty

- The successful bidder will be required to furnish 5% performance guarantee of the total bid value in the shape of CDR / Bank Guarantee in favor of the PSEB at the time of signing of the contract which will be released after satisfactory completion of the one-year maintenance period.
- The Bank Guarantee must be issued by a scheduled bank.
- The successful bidder shall provide undertaking that the work shall be completed as per terms and conditions of the agreement and that the developer company shall be responsible to complete all the given tasks within a given time frame.





# PSEB WEBSITE MAINTENANCE AND SECURITY

- The developer company shall provide Technical support throughout the one-year maintenance period.
- In case the vendor fails to complete the warranty / guarantee period successfully, the performance guarantee will be forfeited in favor of PSEB

## 6.2 Payments

Payment breakup shall be as follows:

Sr.#	Payment	Amount	Terms & Conditions
1	1 <sup>st</sup> Release	25%	After Successful completion of 1 <sup>st</sup> quarter of maintenance agreement.
2	2 <sup>nd</sup> Release	25%	After Successful completion of 2 <sup>nd</sup> quarter of maintenance agreement.
3	3 <sup>rd</sup> Release	25%	After Successful completion of 3 <sup>rd</sup> quarter of maintenance agreement.
4	4 <sup>th</sup> Release	25%	After Successful completion of 4 <sup>th</sup> quarter of maintenance agreement.

The payment shall be released on receipt of invoice provided that:

- The invoice is complete, accurate and the entire satisfaction of the procuring agency/client;
- Work is delivered/installed/implemented according to the instructions/requirements of PSEB.
- Satisfactory inspection report is provided by PSEB, so as to ascertain that the work delivered conform to the specifications/requirements of the PSEB.
- All payments shall be made in the Pak rupees

## 6.3 Disqualifications

Without prejudice to other right of the company; bidder shall be disqualified if:

- They are or have been at any time during the last five years involved in litigation, arbitration or any other dispute or event that may in the company have material adverse effects on the bidders' ability to perform the contract.
- Its involvement in litigation is chronic.
- Its past conduct or execution of work under contract has been poor.  
The Specification and other requirements of the equipment is not properly adhered to or it is different from the one's mentioned against each item/equipment.
- The firm/company is not registered with the Income tax and Sales Tax authorities.
- Any other major discrepancy found in the proposal and/or non-compliance of the terms and conditions of TOR's and/or tender notice.
- The firm has been blacklisted by any other firm/company and/or government department.



# PSEB WEBSITE MAINTENANCE AND SECURITY

## 6.4 Award of Contract

Contract will be awarded to compliant companies after evaluation of Technical and financial bids.

## 6.5 Tenure of Contract

Initially the contract will be awarded for a period of one (01) year and is extendable for the same tenure with mutual consents.

## 6.6 Termination of Contract

PSEB reserves the right to terminate this contract by giving thirty (30) days advance notice.

## 7 Documents required to be submitted

1. Company's profile.
2. All the other relevant documents as mentioned in the proposal evaluation criteria.
3. Copies of Income Tax and Sales Tax registration certificates
4. Undertaking on the letterhead of the firm/company that the firm/company is not blacklisted by any other firm and/or government department.
5. In case of representative of a company, authorization letter from the firm/company represented.
6. Proof of financial stability.
7. Exemption certificate (if applicable).

## 8 Proposal Submission and Opening

The technical and financial bids must be provided in separate sealed envelopes bearing "**Tender for PSEB Website maintenance & security**" The technical bid envelope should contain the technical specifications only (without prices ), Bids must be delivered through courier or dropped at the PSEB office. **2% earnest money of total value of quoted bid** in the shape of Bank Draft / Pay Order in favor of "Pakistan Software Export Board" must be enclosed with the financial proposal, and should not be disclosed in Technical Proposal in any manner.

The complete Bid documents along with 2% earnest money should be submitted on or before **August 18, 2020 at 2:30 pm**, which will be opened on the same day at 3:00 pm at below mentioned address.

Prices quoted must remain firm for acceptance up to 120 days from the date of its opening. Quoted price should be in Pak Rupees and inclusive of all applicable taxes. Prices quoted without any tax remarks will be treated as inclusive of all applicable taxes. Any change in Government duties or taxes shall be borne by the successful bidder(s). The bidding company should be a registered with Income Tax and Sales Tax departments.



# PSEB WEBSITE MAINTENANCE AND SECURITY



Note: - After submission of bids a short presentation of 10-15 minutes regarding the technical capabilities and solution proposed by the bidding company will be presented after the opening of technical bids. The presentations scheduled will be announced later.

Note:- Any proposal received after the closing time for submission of proposals will not be entertained.

## 9 Contact Information

### Manager Administration

Pakistan Software Export Board

Ministry of IT & Telecom

Government of Pakistan

2<sup>nd</sup> Floor Evacuee Trust Complex, F-5/1, Islamabad

Phone # +92-51-9204074 Fax# +92-51-9204075