

# TENDER DOCUMENT

FOR

**Dedicated Web server Hosting and Maintenance Services**

(Single stage two envelopes procedure)



**Bid Opening Date: 27 July,2020**

**Abdul Wali Khan University,  
Mardan, Khyber Pakhtunkhwa**

## **1. GENERAL**

- i. Any tender without earnest money will not be accepted.
- ii. Conditional / incomplete / overwritten bid will not be accepted.
- iii. The prices quoted must be valid for 120 days from the date of tender opening.
- iv. Telephonic / telexed / faxed / telegraphic quotations will not be entertained.
- v. The bid must accompany the following:
  - Firm registration Certificate with the Federal / Provincial Government
  - National Tax Number
  - Sales Tax Registration Certificate Number.
  - Registration with Khyber Pakhtunkhwa Revenue Authority(KPRA)
  - Certificate to the effect that they never been blacklisted by any Government / Semi Government Organization.

## **2. SCOPE OF SERVICES**

The bidder shall fulfill the criteria given in Annex -1

The bidder shall provide as per specifications given in the attached Annex-2.

## **3. BID PRICE**

The bidder shall indicate in his offer, list of services with prescribed specifications, the unit prices and total bid prices. Prices should be quoted yearly. Taxes levied by the Government, if any, shall be recoverable from the bidder as per rules.

## **4. CURRENCY OF BID**

The prices should be quoted in Pakistani Rupees.

## **5. BID VALIDITY**

The bid should remain valid and open for acceptance of the purchase for a period of 120 days from the date of opening of bids.

## **6. EARNEST MONEY**

The bidders shall furnish, as part of his bid, earnest money equal to 2% of the quoted price with their offer in form of demand draft / Pay order in favour of Treasurer, Abdul Wali Khan University, Mardan, issued by a Pakistani scheduled Bank or branch of a Foreign Bank operating in Pakistan. The demand draft / pay order shall be returned to the unsuccessful bidders on their written request as early as possible. The earnest money will be forfeited if a bidder shows his inability for supply of the items due to any reason for which order has been placed on him.

## **8. SIGNING OF BIDS**

The bidder signing the bid shall initially sign and stamp all the pages of the bid documents. That shall be the essence of the contract.

## **9. DEADLINE FOR SUBMISSION OF BIDS**

All bids must reach and be received by the Procurement Office Abdul Wali Khan University Mardan, on or before the prescribed deadline July 27, 2020 at 1100 hours. The bids will be opened at 1200 hours on July 27, 2020 in the conference room of AWKUM garden Campus in presence of the bidders or their authorized representative.

## **10. LATE BIDS**

Any bid received after the prescribed deadline shall be returned unopened to the bidders.

## **11. UNIVERSITY'S RIGHT TO ACCEPT OR REJECT ANY OR ALL BIDS**

AWKUM reserves its right to accept or reject any or all tenders without assigning any reason thereof and is not bound to accept the lowest tender either. No claim, as such would be entertained on this account, and will be unchallengeable in any court of law.

## **12. CANVASSING**

Unsolicited advice / clarifications and any personal approaches at any stage of evaluations of bids are strictly prohibited and may lead to disqualification.

## **13. GUARANTEE/WARRANTY**

The firm shall furnish one-year guarantee for all the above-mentioned services. In case of defect in any services the firm shall repair / replace it free of cost within a day, otherwise the firm will return the entire paid amount to Abdul Wali Khan University Mardan immediately.

#### **14. TAXES**

All government taxes shall be deducted at source according to the relevant rules.

#### **15. TECHNICAL SPECIFICATIONS**

The university shall have the power to order at any time, the removing of any service or work executed which is not in accordance with the contract / technical specification. In case of default by the contractor to carry out such orders, the university shall have the power to have such services removed and re-executed through other arrangements at the sole risk, cost and responsibility of the firm.

#### **16. RESPONSIBILITY AGAINST DAMAGES**

Before and upto the whole of the services are handed over to the university and a proper completion certificate thereof obtained by the firm, the firm shall be responsible for all or any damage caused to the services through accident, improper handling or any other cause and shall be replaced by the firm upto the full satisfaction of Competent Authority.

#### **17. MODE OF PAYMENT**

- a. **No advance payment will be made as per Government rules.**
- b. 90% payment will be made to firm after inspection of services by a committee of experts constituted by the university if found in order in all respects after the successful and complete functioning of the services and remaining 10% will be kept as performance guarantee for one year and will be released after one year from the date of satisfactory use of services.

#### **18. SUPPLY/DELIVERY OF SERVICE OR GOODS TIME PERIOD.**

The successful bidder shall ensure the provision of services / goods within thirty days (30) of the award of contract.

#### **19. VARIATION IN THE SCOPE OF WORK**

AWKUM reserves the right the scope of work/services without change in the cost of services/ goods

#### **20. CONTRACT/AGREEMENT**

The contract shall be signed initially for a period of one year that may be extended upon satisfactory performance by the firm and needs of AWKUM as per rules.

## Annex -I

S#	Description	Compliance (Please tick)		Evidence Provided (Please tick)		Please attach evidences as appendix
		Yes	No	Yes	No	
1	Bidder must have its own datacenter along with scribbles within Pakistan from where the services are to be offered.					<b>Appendix - A</b>
2	Bidder should be ISO certified					<b>Appendix - B</b>
3	Bidder should be GDPR compliant					<b>Appendix - C</b>
4	Bidder must be a registered Tax Payer for at least last 3 (three) years and must appear on the Active Taxpayer List.					<b>Appendix - D</b>
5	Bidder must be a valid company to offer the required services. (SECP/PTA or any other supporting document)					<b>Appendix - E</b>
6	Bidder must have provisioned, supported and managed at least 05 projects of similar nature during last 3 years.					<b>Appendix - F</b>
7	Bidder must have certified skilled resources, especially for open source Email service and Web hosting installation, configuration, security controls, 24/7 support.					<b>Appendix - G</b>
8	Bidder must provide at least 2 existing costumer references where similar services are provided in past 3 year.					<b>Appendix - H</b>
9	Registration with Khyber Pakhtunkhwa Revenue Authority (KPRA)					<b>Appendix- I</b>

Annex - II  
Server Specification

S. No	Service /Item	Specifications	Availability	
			Yes	No
1	Dedicated Server (Physical)	Intel(R) Xeon(R) Minimum 3.0 GHz 24 Dual Core Processor Total RAM size: 64GB-128GB Total Hard-drive: 2 x 01TB SSD Backup Hard Disk: 2TB Port Speed 10 Gbps RAID Array (RAID 1)		
	Dedicated IPs	05 numbers		
	DDoS Protection	Protection From Denial of Service Attacks through advanced screening technology		
	Bandwidth	Unmetered		
	cPanel	Server license (100 accounts)		
	WHM	Admin panel		
	CDN	Content Delivery Network		
	Operating System	CentOS 7.x and above		
	JetBackup	Customizable backup jobs with account filters		

	Imunify360	Complete protection against attacks		
	Litespeed software			
	Softaculous	one click installer		
	SSL	for server and domains		
	Server Management	Fully Managed		
	Complete Setup	Transfer of all domains from current to new server		
		DNS/Nameserver setup		
		Email settings		
2	Software & LMS Support	Server must support AWKUM LMS with 25-30,000 online students and faculty		