



Ministry of Information Technology & Telecom
Government of Pakistan



REQUEST FOR PROPOSAL

Website Hosting and Technical Support

IGNITE/Website-Hosting/2025-26/0008

November 07, 2025

IGNITE

Ministry of Information Technology & Telecom
Government of Pakistan

**IGNITE National Technology Fund, 3rd Floor, TF Complex, 7 Mauve
Area, G-9/4, Islamabad**

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**PART A – DEFINITIONS, INSTRUCTIONS &
INFORMATION FOR BIDDERS**

1 Mandatory Eligibility Criteria Checklist

Before the bidders submit their proposals within the stipulated time mentioned in this Request for Proposal document, bidders are required to make sure that following mandatory requirements of this RFP document are fulfilled **These requirements must be furnished at the time of submission of Proposal. Non-submission of any one of the following applicable requirements shall result in disqualification:**

#	Mandatory Eligibility Criteria Checklist	Mark ✓ / ✗
1.	Proof of Certificate of Incorporation or Registration or equivalent	
2.	Proof of NTN Certificate	
3.	Proof of GST Certificate	
4.	Original affidavit (not older than one month) on Stamp Paper(s) of worth PKR100 or more that Bidder is not insolvent, bankrupt and is not blacklisted or debarred by PPRA, Government, Semi-Government, Private, Autonomous body or any other international organization. <u>To be provided in original at the time of bid opening.</u>	
5.	Original affidavit (not older than one month) on Stamp Paper(s) of worth PKR100 or more that the bidder is an active tax payer and has submitted its tax return for the preceding fiscal year. Tax payer list serial number (downloadable from FBR's website) is also to be mentioned. <u>To be provided in original at the time of bid opening.</u>	
6.	<u>Technical Electronic Proposal "Website Hosting & Technical Support"</u> Technical Proposal must be submitted through E-PADS. Bidders are to make sure that Financial Proposal is not part of the Technical Proposal in any form.	
7.	<u>Financial Electronic Proposal "Website Hosting & Technical Support"</u> Financial Proposal must be submitted through E-PADS. (The financial proposal should not be part of technical proposal in any form).	

8.	Bid Security of PKR 70,000/- to be provided to the company in original at the time of technical bid opening. Submission on EPADs will not be accepted if bid security in original is not provided at the time of bid opening.	
9.	Bidders should submit their proposal on EPADs https://eprocure.gov.pk	

Note: Bidders are required to submit filled, signed & stamped copy of the above checklist along with the Proposal. Requirement No. 5 & 6 above, are required to be submitted on separate stamp papers. All of the supporting documents of the mandatory eligibility criteria shall be attached with checklist in same section of the technical proposal.

2 Definitions

This is Request for Proposal, unless the context provides otherwise:

- a. **“Agreement”** means “an agreement concluded between Company and the Successful Bidder”. (See Annexure D).
- b. **“Board”** means the Board of Directors of the Ignite.
- c. **“Bidder”** means “any company/firm who has responded to this RFP by submitting a formal proposal/bid.
- d. **“Company”** means Ignite registered under Section 42 of the Companies Ordinance, 1984, with its office at 3rd Floor, TF Complex, 7 Mauve Area G-9/4, Islamabad.”
- e. **“Date of Issue”** means “the date on which this RFP is issued by Company to solicit bids from potential bidders for Organizational Transformation.”
- f. **“Day”** means calendar day.
- g. **“Regular Staff”** means “permanent/full time staff employed by the successful bidder to perform the services or any part thereof”.
- h. **“Request for Proposal (RFP)”** means set of documents prepared by the Ignite, to solicit proposal, which consists of definition, instructions for bidders, ToR, evaluation criteria, forms for providing information and draft contract.
- i. **“Scope of Work”** means “the description of formal work activities under this RFP to be completed by the Successful Bidder in accordance with the Contract signed between Successful Bidder and the Company.”
- j. **“Successful Bidder”** means “a bidder who has been awarded the contract pursuant to this RFP and who shall be responsible to complete assignments as enlisted in the Scope of Work and further quantified under the Scope of Work”.
- k. **“Terms of Reference”** (ToR) means that part of Bidding Document which explains the scope of work, activities, tasks to be performed, evaluation criteria, respective responsibilities of the bidder as well as expected results and deliverables of the assignment.

IGNITE (The Company)

Ignite is dedicated to funding startups and innovative projects that leverage 4th industrial wave technologies to address local challenges and seize global opportunities in sectors such as health, education, energy, agriculture, telecom, and finance. With a national network of incubators across Pakistan, Ignite nurtures startups by connecting them with investors and corporations. Its flagship program, DigiSkills.pk, is aimed at equipping one million people with the skills needed for the future of work.

Since 2021, Ignite has been organizing the nationwide Digital Pakistan Cybersecurity Hackathon, which aims to raise awareness among the cybersecurity workforce by helping them assess their strengths and weaknesses in knowledge, skills, and abilities. Additionally, the National Grassroots ICT Research Initiative (NGIRI) promotes R&D and innovation at the grassroots level in Pakistan by providing financial support to selected Final Year Projects (FYPs) of undergraduate students enrolled in ICT-related disciplines across public and private sector institutions.

Through studies and stakeholder engagement initiatives, Ignite also aids public and private sector planning. Ignite's outreach activities are designed to inform professionals, media, students, corporations, and policymakers about the challenges and threats posed by the new economy, the importance of innovation, and the need for increased engagement in Ignite's programs. Further information about the Company is available at www.ignite.org.pk. Instructions for Bidders

This document contains all the information pertinent to our solicitation, and governs the preparation and submission of proposals. The technical & financial forms to be filled by bidder for the assignment are annexed with this RFP document. Proposals must be submitted by the deadline, completed on the formats provided by the Company, with supporting documents, according to the guidelines given in the document titled **Instructions & Information for Bidders**. The proposals will be evaluated by a Bid Evaluation Committee (BEC) constituted by the company. The selection of bidders will be on quality and cost-based selection methodology as provided in the bidding document.

3 Bidding Document

3.1 Contents

The bidder is expected to examine all instructions, general conditions, forms, terms and specifications contained in the RFP document and its annexures. Failure to comply with instructions will be at the bidder's risk and may affect the evaluation of the proposal. Proposals that do not comprehensively address the scope of work/ToR and requirements may be rejected. Inability to comply with the corresponding instructions, general conditions of contract, terms and specifications may lead to rejection of proposal.

Submission of Technical and Financial Proposals against RFP document means in principle acceptance of attached Draft Agreement by the Bidder. During negotiations with Successful Bidder, only minor changes, can be made in the attached agreement. Company reserves the right to accept or reject any proposed changes by the successful bidder. Company reserves the right to make changes to the draft agreement in order to ensure better & smooth delivery of the items.

In the event of non-compliance with the ToR of the RFP document and obligations contained in the agreement, the Company may terminate the agreement by providing 01 month written notice to the successful bidder without any further obligation or compensation on the part of the Company.

4 Preparation of Proposal

4.1 Language of the Proposal

The proposals prepared by the bidders and all correspondence and documents relating to the proposal exchanged between the bidders and the Company shall be in writing and in English Language.

4.2 Proposal Currency

All prices shall be quoted in Pak Rupees (PKR) and all payments will be made in PKR. Price shall be quote per item bases.

4.3 Period of Validity of Proposal

Proposals shall remain valid for 180 days from the date of bid submission as provided in the RFP document. In exceptional circumstances, Company may solicit the bidder's consent to an extension of the period of validity without any material changes in the bidding document.

4.4 Supporting Documents

While preparing the Technical Proposal, the bidding firm shall ensure that it provides the Company with documentary evidence. Since the evaluation committee will evaluate the bids solely on the basis of the documentary evidence submitted in accordance with the technical evaluation criteria.

4.5 Cost of Preparing Proposal

The costs of preparing the proposal and of negotiating any subsequent funding, including visits for discussion with the Company are not reimbursable.

4.6 Proposal Documents

The bidding document in binder form with serial number of each page should comprise the following:

Technical Proposal
The Technical Proposal is to consist of the following: a) Checklist (Mandatory Documents required with the Proposal) – Page 2 b) Technical Proposal Submission <i>Form B1</i> c) Firms/Bidders Profile - <i>Form B2</i> d) Firm's competence and experience in completing projects of a similar nature in a timely and efficient manner - <i>Form B3</i> e) Critical Requirements - <i>Form B4</i> Technical Proposal should detail the capability and experience of delivering the services specified in the ToR. Bidder should submit details of maximum five of their most relevant/similar nature assignments for technical evaluation using the prescribed format.

Technical proposal should not contain any financial information.

Financial Proposal

The Financial Proposal is to consist of the following:

- a) Financial Proposal submission Form– Form C1

4.7 Bid Security

Bid security of **PKR 70,000/-** in the form of Call Deposit/Bank Draft (refundable) drawn in favor of IGNITE- National Technology Fund (FTN/NTN: 2939308-6) is to be placed in Envelope#1 along with the mandatory documentation.

4.8 Taxes

The quoted costs should be inclusive of all applicable (direct & indirect) taxes. The financial bid will be scored based upon the bid amount inclusive of all taxes. All prices must be quoted in PKR. Price inclusive of quoted tax, quoted by the bidder shall be considered for evaluation irrespective of the tax rate. The lowest evaluated bidder shall be responsible of the quoted tax in its bid and any demand from tax authorities shall be payable by that bidder.

4.9 Format and signing of proposal

The proposal shall contain no interlineations, erasures, or overwriting, except, as necessary to correct errors made by the bidder, in which case such corrections shall be initialed by bidder's authorized person. The proposals shall be clear and elaborate.

Different parts of the proposals shall be separated using color separators, flags or tags.

Note: *The technical proposal must not contain any pricing information whatsoever on the services being offered. Non-compliance will lead to rejection of the proposal.*

5 Submission, Receipt, and Opening of Proposal

5.1 Proposals will be accepted and evaluated using One Stage, Two Envelope Procedure. (Separate sealed envelopes of technical and financial proposals)- **Annexure-A**.

5.2 The original proposal shall contain no interlineations or overwriting. All pages of the proposals (Technical & Financial) must be numbered. Submission letters for both Technical and Financial Proposals should respectively be in the attached format (Form B1 & CI) in separate envelopes.

5.3 The bidder's Organization Head or an authorized representative on his/her behalf shall initial and stamp all pages of the original Technical and Financial Proposals. In case of latter, an authorization shall be provided which shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign.

5.4 Bidder is required to submit Technical Proposal along with all supporting documents on EPADs (www.eprocure.gov.pk).

For correspondence with the company following may be contacted.

Title/Position:	Head Procurement
Telephone:	+92-51-910 7441-6 Ext. 135
Cell:	+92-306-199-1234
Facsimile:	+92-51-910-7447
Email address:	procurement@ignite.org.pk
Official Postal address:	Ignite 3rd Floor, TF Complex, 7 Mauve Area, G-9/4 Islamabad, Pakistan.

5.5 Bidders must submit their response to the Company on EPADs before or on submission deadline mentioned in the RFP document.

5.6 Company will not receive proposals in hard form.

5.7 Company reserves the right to accept or reject all of the proposals submitted at any time in accordance with applicable PPRA rules.

5.8 Company shall open the Technical Proposal thirty minutes after the submission deadline.

5.9 Key Activities & Timeline

The tentative timeline set out herein represent the Company's best estimate of the schedule that will be followed. If a component of this schedule, such as the opening date, is delayed, the rest of the schedule will be shifted by the same number of days. The approximate contract schedule is as follows:

#	ACTIVITY	TIMELINE
1	RFP Issuance	November 07, 2025
2	Deadline for receiving queries / questions	November 12, 2025
3	Response to queries/questions related to RFP	November 13, 2025
4	Proposal Submission Deadline	November 24, 2025 1500 hrs
5	Opening of Technical Proposals (in front of bidders present at 3rd Floor 7 Mauve Area, TF Complex, G-9/4, Islamabad)	November 24, 2025 1530 hrs
6	Opening of Financial Proposals (in front of bidders present at 3rd Floor 7 Mauve Area, TF Complex, G-9/4, Islamabad)	Head Procurement will communicate date & time to technically qualified bidders
7	Award of Contract	TBC

6 Proposal Evaluation

6.1 From the time the Proposals are opened to the time evaluation report is announced, the bidders should not contact the Company on any matter related to its Technical and/or Financial Proposal. Any effort by the bidder to influence the Company in the examination, evaluation, ranking of Proposals, and recommendation for award of Agreement may result in the rejection

of the bidder's Proposal. However, the Company may contact the bidder for seeking clarification of any aspect of technical proposal or demand any missing information.

6.2 Evaluators of Technical Proposals shall have no access to the Financial Proposals until the technical evaluation is concluded.

6.3 Overall evaluation shall be carried out based on weighted average methodology wherein technical evaluation will carry 50% and financial evaluation will carry 50% weightage.

7 Evaluation of Technical Proposals

7.1 During the technical evaluation no amendments in the proposals shall be permitted. The evaluation committee shall evaluate the Technical Proposals on the basis of their responsiveness to the Terms of Reference, applying the evaluation criteria and point system specified in the RFP document. Each responsive Proposal will be given a technical score. A Proposal shall be rejected at this stage if it does not respond to important aspects of the RFP and particularly the eligibility criteria or if it fails to achieve the minimum qualifying technical score indicated in the RFP document. The Bidders who obtain at least 35 out of 50 marks in technical evaluation criteria will qualify and financial proposals would be opened only for technically qualified Bidders.

7.2 Financial proposals of those Bidders obtaining less than 35 marks out of 50 in Technical Evaluation shall remain un-opened and will be returned to the Bidders. An evaluation committee appointed by the Company will evaluate the technical proposals on the basis of their compliance with the RFP and by applying the evaluation criteria and the point system, specified below:

S#	Technical Evaluation	Total Marks	Sub Marks
a.	Firm Profile (Registered age, Location, Number of Employees and Financial position) – (Form B2) 1. Registered Age, Number of Employees 2. Financial Position	05	03 02

b.	Relevant Experience of the Firm/Bidder - (Form B3) 1. Share list of at least seven projects of Government organization or large private organization of similar nature	07	07
c.	Critical Requirements – (Form B4) 1. Uptime and performance (SLA, Load handling, speed optimization) 2. Hosting Infrastructure Tier in Pakistan (1 to 4) and hardware specification 3. Security, SSL protection, WAF, DDoS protection, data encryption 4. Backup and Recovery plan, RTO/RPO 5. Support Service, 24/7 technical support, Response time SLA, Active Monitoring 6. Control & Management: Control Panel, User Access Level 7. Documentation and Reporting: Performance usage and incident reporting 8. Innovation and value added: CDN, staging, versioning, or AI-based tools	38	04 07 06 05 06 04 04 02
Total Marks		50	
Minimum qualification score (70%)		35	

Note: It is the responsibility of the bidders to ensure provision of sufficient documents to the company, along with the proposal, to evaluate the bids solely on the basis of the documentation submitted.

8 Financial Proposals

8.1 After the evaluation and approval of technical proposal, the Company shall inform the bidders, who have submitted proposals, the technical scores obtained by their Technical Proposal and shall notify those whose Proposal did not meet the minimum qualifying score or

were considered non-responsive, that their Financial Proposals will be returned unopened after completing the selection process. The Company shall simultaneously notify in writing bidders that have secured the minimum qualifying technical score, the date, time and location for opening the Financial Proposals, within the bid validity period. Bidder's attendance at the opening of Financial Proposals is optional. The opening date shall be set so as to allow interested bidder sufficient time to make arrangements for attending the Financial opening.

8.2 Before opening of financial bid, technical score of qualified bidders shall be read aloud during financial bid opening session.

8.3 The Evaluation Committee will correct any computational errors. When correcting computational errors, in case of discrepancy between a partial amount and the total amount, or between word and figures, the formers will prevail. In addition to the above corrections, all activities and items described in the Technical Proposal but not priced, shall be assumed to be included in the prices of other activities or items.

8.4 Quality and Cost Based Selection (QCBS) method will be used for evaluation of proposal. The lowest evaluated Financial Proposal will be given the maximum financial score of 50 points.

9 Combined Score

9.1 Technical Score (St) of qualified bidder shall be added to financial score.

9.2 Financial Score (Sf) shall be calculated as follows: (Lowest bidder's total cost/bidder's total cost) x 50.

9.3 Combined Score (Total Score) = St + Sf

9.4 All bidders will be ranked based upon the combined technical and financial score.

10 Award of Agreement

After completing required documentation / process the Company shall award the Agreement to the selected bidder (highest score). After agreement signature, the Company shall return the unopened Financial Proposals of the non-responsive bidders.

11 Confidentiality

The Company shall keep all information regarding the bid evaluation confidential until the time of the announcement of the evaluation report under PPRA Rule no. 41.

12 Conflict of Interest

Without limitation on the generality of the foregoing, bidder shall be considered to have a conflict of interest and shall not be recruited under any of the circumstances set forth below:

a. Conflicting assignments

- The bidder (including its Personnel) or any of its affiliates shall not be hired for any assignment that, by its nature, may be in conflict with another assignment to be executed for the same or for another Client.

b. Conflicting Relationships

- The bidder (including its Personnel) or any of its affiliates that has a business or family relationship with a member of the Company Board, Management, or staff who is directly or indirectly involved in the preparation of Terms of Reference, selection process of third party evaluation services and/or supervision of the Agreement may not be awarded an Agreement unless conflict stemming from this relationship has been resolved in a manner acceptable to the Board throughout the selection process and the execution of the Agreement.
- The bidder has an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest, or that may reasonably be perceived as having this effect by notifying the Company in writing. Failure to disclose said situations may lead to disqualification of the bidder or the termination of its Agreement.
- Current employees of the Company shall not work as and for the bidder.

13 Fraud and Corruption:

13.1 The Company requires the bidder/s participating in provision of Service/s to adhere to the highest ethical standards, both during the selection process and throughout the execution of an agreement. In pursuance of this policy, Company defines, for the purpose of this paragraph, the terms set forth below as follows:

“Corrupt practice” means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any employee of the Company in the selection process or in agreement execution;

“Fraudulent practice” means a misrepresentation or omission of facts in order to influence a selection process or the execution of an agreement;

13.2 “Collusive practices” means a scheme or arrangement between two or more with or without the knowledge of the Client, designed to establish prices at artificial, non-competitive levels;

13.3 “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in a procurement process, or affect the execution of an agreement. The Company will reject a proposal for award if it determines that the bidder recommended for award has directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for the agreement in question. The Company may also impose penalties on the bidder, declaring it ineligible, either indefinitely or for a stated period of time, for Company funding, if at any time it determines that the bidder has, directly or through an agent, engaged in corrupt, fraudulent, collusive or coercive practices in competing for, or in executing, a Company funded project.

13.4 The Company will have the right to inspect the bidding firm’s accounts and records and other documents relating to the submission of proposals and agreement performance, and have them audited by auditors appointed by the Company.

14 Clarification Request/Amendment

14.1 The bidder can request a clarification in RFP document up to the date indicated in the RFP document. Any request for clarification must be sent in writing, or by standard electronic means to the Company’s e-mail address indicated in the RFP document. The Company will respond in writing or by standard electronic means and may place responses on the Company’s website under FAQ’s for understanding of all potential bidders.

14.2 At any time before the submission of Proposals, the Company may amend the RFP document by issuing an addendum in writing or by standard electronic means. The addendum shall be published in the local newspaper and uploaded at PPRA & Company web site, and revised RFP document will be uploaded on Company’s Website and PPRA web site.

PART B - TERMS OF REFERENCE

15 Overview

Company invites proposals from qualified, registered and well reputed companies for “**Website Hosting and Technical Support**” of website **ignite.org.pk** as per guidelines mentioned in this RFP.

Terms of Reference

1. Dedicated website hosting as per Scope of Work in **Annex B**.
2. Technical support for website as per Scope of Work **Annex C**.

16 Outputs/Deliverables

Deliverable 1: Complete migration of website from current hosting to required configuration with successfully running of all modules.

Deliverable 2: Update all required software for better management, functionality and security.

Deliverable 3: Website maintenance and support services as per requirements in this RFP.

PART C – FORMS TO BE SUBMITTED WITH THE PROPOSAL

Technical Proposal - Standard Forms

B1. Technical Proposal Submission Form

B2. Firms/Bidders Profile

B3. Firm's competence and experience in completing projects of a similar nature in a timely and efficient manner

B4. General Experience of providing IT Infrastructure equipment

B1. Technical Proposal Submission Form

[Location, Date]

To:

Head Procurement

Ignite (The Company)

3th Floor, TF Complex, 7 Mauve Area,

G-9/4, Islamabad, Pakistan.

Tel: +92-51- 910-7441-46

Cell: +92-306-199-1234

Fax: +92-51- 910-7447

Email: procurement@ignite.org.pk

Sir,

We, the undersigned, offer to provide the services of “XXXX” in accordance with your Request for Proposal dated [ADVERTISEMENT DATE]. We are hereby submitting our Proposal, which includes this Technical Proposal and Financial Proposal sealed under a separate envelope.

Our Technical Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, which is 180 calendar days from the date of bid submission.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

B2. Firms/Bidders Profile

S #	Criteria	
1	Profile of the agency: i. Registered age of Company ii. Names of Managers/ Owners/ CEO/ Directors/ Partners	
2	Financial Position i. Name of Banks ii. Certificate of Financial position iii. Copy of audited Annual Accounts (of last 3 years) iv. Tax Registration (NTN/STN/FTN)	
3	Clientele	

B3. Firm's competence and experience in completing projects of a similar nature in a timely and efficient manner

Name of Client	Name of Assignment/ Project	Period of Assignment/ Project	Value of Assignment / Project	Present Status of the Assignment/ Project

B4. – Critical Requirements

Serial Number	Requirement	Detail provided by vendor/service provider

C1. – Financial Proposal Submission Form

[Location, Date]

To:

Head Procurement

Ignite (The Company)

3th Floor, TF Complex, 7 Mauve Area,

G-9/4, Islamabad, Pakistan.

Tel: +92-51- 910-7441-46

Cell: +92-306-199-1234

Fax: +92-51- 910-7447

Email: procurement@ignite.org.pk

Sir,

We, the undersigned, offer to provide services for provision of “XXXX” in accordance with your Request for Proposal dated [ADVERTISEMENT DATE] and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of [Amount in words and figures]. This amount is inclusive of all the local taxes, duties, fees, levies and other charges applicable on our company, our sub-contractors and collaborations under the Pakistani law.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, which is 180 calendar days from the date of bid submission.

Though included in the above-mentioned fee, Commissions and gratuities, if any, paid or to be paid by us to agents relating to this Proposal and Contract execution, if we are awarded the Contract, are listed below:

Name and Address of Agents	Amount in Pak Rs.	Purpose of Commission or Gratuity
_____	_____	_____
_____	_____	_____
_____	_____	_____

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Summary of Costs

Particulars	Pak Rupees
Total	
All applicable Taxes	
Total Cost of Financial Proposal including taxes	

*Payment will be made on quarterly basis upon submitting invoice after providing satisfactory service

Annexure A

One Stage Two Envelope Procedure for Bidding

Public Procurement Rules 2004

Single stage - Two envelope procedure:

- (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 **Website Hosting and Technical Support**” and “TECHNICAL PROPOSAL **Website Hosting and Technical Support**” in bold and legible letters to avoid confusion;
- (iii) Initially, only the envelope marked “TECHNICAL PROPOSAL **Website Hosting and Technical Support**” shall be opened;
- (iv) The envelope marked as “FINANCIAL PROPOSAL **Website Hosting and Technical Support**” shall be retained in the custody of the procuring agency without being opened;
- (v) The procuring agency shall evaluate the technical proposal in a manner prescribed in advance, without reference to the price and reject any proposal which do not conform to the specified requirements;
- (vi) During the technical evaluation no amendments in the technical proposal shall be permitted;
- (vii) The financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
- (viii) After the evaluation and approval of the technical proposal the procuring agency, shall at a time within the bid validity period, publicly open the **financial proposals of the technically accepted bids only**. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
- (ix) The bid found to be the lowest evaluated bid shall be accepted.

Annexure B

Scope of Work for Dedicated Hosting

1.	Hosting Server Type	Dedicated Cloud Server Solution hosted at a Tier –3 or above data center (Pakistan based)
2.	Number of Hosting Websites	1 Scalable as per requirement with dedicated IP and SSL Certificate renewal (256 bits minimum encryption)
3.	Hosting platform (SW) required	
	OS	Latest stable Linux
	Database type	MySQL/Other (10 Databases scalable as per requirement)
	Applications	Drupal, Joomla, WordPress and others (as required)
	Programming Tools	PHP, DRUPAL etc.
	Control Panel	Yes
4.	Hardware Platform Specs:	
	RAM required	Min 20 GB
	Processor Speed	CPU – Min Intel Xeon Quad Core,
	HD space	30 GBs SSD Other than OS and Expendable as per requirement.
5.	Operating System updates	Yes
6.	Mirrored Server, Back-up & Recovery, DNS Hosting	Complete daily backup on regular basis and restoration services of contents and Database with exact mirroring
7.	Service Type	Managed
8.	Security	SSL/TLS Encryption - Website must support HTTPS using SSL/TLS certificates. - Minimum TLS version: 1.2 (preferably 1.3). - Support for automatic certificate renewal (e.g., Let's Encrypt or commercial SSL). - No support for outdated/weak protocols (e.g., SSLv3, TLS 1.0, 1.1). Web Application Firewall (WAF) - Hosting provider must offer or integrate a WAF to:

	• Block common attacks (SQL injection, XSS, CSRF). • Throttle suspicious or abusive traffic. • Provide logging and rule customization. Server Hardening • Disable unused ports and services. • Use secure SSH access (key-based login, non-standard port, 2FA). • Enforce file and directory permission best practices. • Remove default credentials or software. Intrusion Detection and Prevention (IDS/IPS) • Real-time detection of unauthorized access attempts or malware. • Automated alerts to client and hosting provider security teams. • Option to block offending IPs automatically. Malware Scanning and Removal • Daily or real-time scanning for: ◦ Malware-injected files ◦ Suspicious scripts ◦ Backdoors • Automatic quarantine or removal of infected files with alert notifications Data Backup and Recovery • Regular (daily/weekly) full and incremental backups of: ◦ Website files ◦ Databases • Offsite backup storage for disaster recovery. • Clearly defined RTO (Recovery Time Objective) and RPO (Recovery Point Objective). Access Control and User Management • Role-based access control (RBAC) for admin interfaces. • Secure password policies (length, complexity, rotation). • Two-factor authentication (2FA) for admin and hosting panel logins. Patch Management and Updates • Timely updates to: ◦ Operating system ◦ Web server (Apache/Nginx) ◦ Control panels (e.g., cPanel, Plesk)
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		- Monthly or emergency security patching. DDoS Protection - Protection against volumetric and application-layer DDoS attacks. - Traffic filtering and rate limiting via upstream or CDN layer (e.g., Cloudflare, AWS Shield). Logging and Auditing - Enable and store logs for: - Login attempts - File changes - System errors and access - Log retention policy (e.g., 90 days minimum). - Regular audit reports shared with client. Secure Database Access - Limit database access to authorized services/IPs only. - Enforce strong credentials and encryption. - Disable remote root access unless required and secured. Incident Response Plan - Predefined response and escalation procedures in case of a breach. - Emergency contacts and estimated response times. - Post-incident forensic support. Secure File Transfer - All file uploads/downloads should be encrypted using: - SFTP (not FTP) - HTTPS for dashboard access - Optional: VPN access to server control panel
9.	Network Monitoring	Web Base Network Monitoring Tools Website unavailability alert on email and SMS
10.	Services and Site Administration	I. Web based service management tools like Cpanel II. Programming Tools (PHP, DRUPAL)
11.	Bandwidth Connectivity	unlimited

12.	Technical Support	24/7
13.	Provision of SLA	SLA with 99.9% monthly uptime
14.	Page Load Latency	Optimized page loading time.

Annexure C

Scope of Work for Website Technical Support

1. Introduction

This Scope of Work (SOW) outlines the website technical support services to be provided by service provider. The purpose is to ensure the website remains secure, functional, optimized, and available to end users with minimal downtime.

2. Objectives

- Ensure the website is operational and accessible 24/7.
- Provide regular maintenance and updates.
- Troubleshoot and resolve website-related issues.
- Enhance performance, security, and user experience.

3. Services to Be Provided

The provider will perform the following services as part of the ongoing technical support:

A. Website Monitoring and Uptime

- 24/7 uptime monitoring.
- Immediate alerts and incident response for outages.
- Regular checks to verify site availability and performance.

B. Technical Issue Resolution

- Troubleshooting of front-end and back-end issues.
- Fixing broken links, forms, or scripts.
- Debugging website functionality and performance errors.
- Resolving CMS issues (e.g., WordPress, Joomla, Drupal).

C. Content Management System (CMS) Support

- Core CMS updates and patching.
- Plugin/module installation, updates, and compatibility checks.
- Theme/template adjustments and fixes.

D. Security Maintenance

- Regular vulnerability scanning.
- SSL certificate management.
- Malware removal and firewall management.
- Security patching for CMS, plugins, and server-level software.

E. Backup and Recovery

- Scheduled website and database backups (daily/weekly/monthly).
- Disaster recovery and site restoration in the event of data loss or compromise.

F. Performance Optimization

- Page speed testing and optimization.
- Caching configuration and CDN setup.
- Image optimization and lazy loading.
- Minimizing CSS, JavaScript, and other assets.

G. Hosting & Domain Support

- Coordination with hosting provider for server issues.
- DNS management and support.
- Server configuration assistance (within agreed scope).

H. Analytics and Reporting

- Google Analytics or similar integration.
- Monthly performance and uptime reports.
- Security and incident reports.

4. Hours of Support

- Standard support hours: Monday to Saturday, 9:00 AM – 6:00 PM
- Emergency and after-hours support: Available on-call or as per SLA

5. Deliverables

- Fully operational and updated website.
- Monthly support and incident reports.
- Backup archives (as per schedule).
- Documentation of changes, fixes, and enhancements.

6. Service Level Agreements (SLAs)

Priority	Response Time	Resolution Time
Critical (site down)	1 hour	4 hours
High (major feature broken)	2 hours	8 hours
Medium (non-critical issue)	4 hours	2 business days

Priority	Response Time	Resolution Time
Low (cosmetic/UI fixes)	1 business day	3-5 business days

7. Exclusions

- Full website redesign or rebranding.
- New feature development beyond bug fixes.
- Custom integrations with third-party systems unless specified.

8. Assumptions

- Client will provide admin access to the website, hosting, and related services.
- The website is hosted on a stable and supported platform.
- Support does not include legal, SEO, or marketing services unless otherwise agreed.

9. Acceptance Criteria

- Website is functional, secure, and up to date.
- All support tickets are resolved within agreed timelines.
- No critical downtime outside agreed maintenance windows.
- Client approval of delivered reports and maintenance records.

Annexure D

DRAFT AGREEMENT FOR WEBSITE HOSTING AND TECHNICAL SUPPORT

This Agreement for Website hosting and technical support Solution (the “**Agreement**”) is made at Islamabad on this _____2024:

By and Between

IGNITE NATIONAL TECHNOLOGY FUND, a company registered under section 42 of the repealed Companies Ordinance, 1984 (*now Companies Act 2017*), with its office at 3rd Floor 7 Mauve Area, TF Complex, G-9/4, Islamabad , Pakistan (hereinafter referred to as the “**Company**” which expression shall, where the context so permits, mean and include its successors-in-interest, administrators and permitted assigns), of the One Part;

And

(Insert Name) at (insert address) (hereinafter referred to as the “**Supplier**”) which expression shall, where the context so permits, mean and include its successors-in-interest, administrators and permitted assigns), of the Other Part.

The Company and Supplier may hereinafter be individually referred to as “**Party**” and collectively as the “**Parties**”.

WHEREAS the Company wishes to avail Services of the “Website hosting and technical support Solution” for the financial year 2024-2025 and published their intent via Request For Proposal (“RFP”) [redacted];

AND WHEREAS the Supplier is carrying a business with respect to Website hosting and technical support Solution and submitted their bid dated [redacted], which was accepted by the Company after following due procurement process;

NOW, THEREFORE, in consideration of the mutual promises and covenants hereinafter set forth and for other good and valuable consideration the adequacy of which is hereby acknowledged by the Parties and the mutual benefits to be derived therefrom, the representations and warranties, covenants, conditions and promises contained herein below and intending to be legally bound, the Parties agree as follows:

Services by the Supplier

- 1. The Supplier shall provide such Services as specified in Part B of the RFP (the “Services”) with all necessary care, diligence, honesty and integrity and with generally accepted standards of good practice and professional standards.
- 2. The Supplier agrees to provide the Services to the Company in accordance with the proposal submitted by the Supplier on (insert date)

Representations and Warranties

- 3. The Supplier represents, warrants and undertakes that:
 - a) The Supplier is legally recognized entity to enter into the Agreement with the Company and perform its obligations as laid down herein;
 - b) No data shall be shared by any mean without consent/approval from Company; and
 - c) All software tools use by the Supplier are abide by rules of Govt. of Pakistan;

Term

- 4. This Agreement shall remain valid till (insert date) unless otherwise terminated by the Parties in accordance with **Clause 8** of this Agreement. This Agreement is further extendable for another Term on such terms and conditions as mutually agreed in writing by the Parties.

Contract Value

- 4.1 The total value for the purposes of this Agreement is [] as submitted by the Supplier in his financial proposal. This amount is inclusive of all the local taxes, duties, fees, levies and other charges applicable on Supplier, its subcontractors and collaborations under the Pakistani law.

Payment Schedule

5. Upon submission of proper invoice(s) by the Supplier against the deliverables, payment shall be made in accordance with the payment plan of the RFP.
6. Payment shall be subject to deduction of all the applicable taxes in accordance with the rules applicable at the time of payment.
7. The Company shall have the right to object not meeting the quality required by the Company or in case it does not comply with the description or standards provided or as agreed by the Supplier.

Termination of Agreement

8. The Company reserves the right to terminate or suspend this Agreement at any time with or without cause, by giving ten (10) days' notice to the Supplier in writing. The Supplier shall be entitled to receive just and equitable compensation of any satisfactory Services completed prior to the date of suspension or termination. Should the Supplier desire to terminate this Agreement, written notice of thirty (30) days shall be required.

Successors and Assigns

9. The Supplier shall not assign, transfer, convey, pledge, or otherwise dispose of this Agreement or any part of this Agreement to a third party without a written consent of the Company. If the Supplier fails to comply with the above condition, the Company may, at its option, terminate this Agreement for causes as provided above.

Extent of Agreement/ Modification

10. This Agreement, together with all attachments and addenda (if any), represents the entire and integrated Agreement between the parties hereto and supersedes all prior negotiations, representations or agreements, either written or oral. This Agreement may be amended, modified or addition by written instrument duly signed by both parties hereto.
11. In case of conflict among the main body of the Agreement and attachments, the terms of this Agreement or any addenda attached thereto shall prevail.

Force Majeure

12. Neither Party shall be liable to the other or be deemed to be in breach of this Agreement by reason of any delay in performing, or failure to perform, any of its obligations under this Agreement if the delay or failure was beyond that Party's reasonable control (including fire, flood, explosion, epidemic, riot, civil commotion, lockout or other industrial action, act of God, war or warlike hostilities or threat of war, terrorist activities, accidental or malicious damage, or any prohibition or restriction by any governments or other legal authority which affects this Agreement and which is not in force on the date of this Agreement).
13. A Party claiming to be unable to perform its obligations under this Agreement (either on time or at all) in any of the circumstances set out in Clause 16 must notify the other Party of the nature and extent of the circumstances in question as soon as practicable.
14. The aforementioned Clause 16 shall cease to apply when such circumstances have ceased to have effect on the performance of this Agreement and the Party affected shall give notice to the other Party that the circumstances have ceased.
15. If any circumstance relied on by either Party for the purposes of Clause 16 continues for more than fifteen (15) days, the other Party shall be entitled to terminate this Agreement by giving fifteen (15) days' notice.

Indemnity:

16. The supplier shall fully indemnify and hold the Company harmless, from and against all claims, damages, liabilities, losses and expenses, whether direct or indirect, or personal injury or death of persons or damage to property arising out of (i) any negligence or international act or omission by the either Party or its employees, personnel, agents etc, in connection with the Agreement, or (ii) arising out of or in connection with the performance of its obligations under this Agreement. "Death or Injury" includes the death of or any injury to, or the contracting of any disease or illness, physical or mental, or the suffering or mental shock or any analogous condition, by the person concerned. "Damage" means the loss or destruction of or damage to or the permanent or temporary, partial or complete loss of the use of property.

Compliance with Laws

17. The validity of interpretation and construction of this Agreement and of each part hereof shall be governed by the Laws of Pakistan. Both Parties shall comply with all applicable laws of Pakistan.

Arbitration

18. Any dispute, controversy or claim arising out of or in connection with this Agreement shall be resolved by Parties hereto through mediation. If dispute(s) remain unresolved by mediation within thirty (30) calendar days, then all such dispute(s) shall be finally settled by arbitration to be held under the Arbitration Act, 1940 and the rules thereunder. The sole arbitrator shall be appointed as agreed by the Parties. The venue of the arbitration shall be Islamabad, Pakistan. The award made by the arbitration process shall be final and binding on the Parties and may be enforced in any court of competent jurisdiction. Each Party shall be responsible for the cost of preparing and presenting its own case and the fee of the Arbitrator shall be paid equally by the Parties.
19. Notwithstanding any provision to the contrary in this Agreement, this section shall survive any expiration or termination of this Agreement or any other provision hereof, and upon such event shall take effect as an independent arbitration agreement/jurisdiction clause.

Confidentiality

20. The Parties shall not disclose the Agreement, or any provision thereof, or any specification, plan, drawing, sample or information furnished by or on behalf of either party in connection therewith, to any person other than a person employed by either party in performance of the Agreement. Disclosure to any such employed person shall be made in confidence and shall only extend as far as may be necessary for purposes of such performance.
21. Either party shall not, without mutual consent, make use of any documents or information except for purposes of performing the Agreement. Upon becoming aware of any loss, unauthorized use or disclosure of the Company's information, the Service Provider shall immediately notify the Company of such loss, unauthorized use or disclosure and indemnify the Company for the same.
22. Both Parties agree that, notwithstanding expiration or termination of the Agreement for any reason whatsoever, the provisions relating to Confidential Information shall survive the expiration or termination of this Agreement for a period [REDACTED].

Miscellaneous

23. No alteration, waiver or change in any of the terms of this Agreement will be effective unless made in writing and duly executed by an authorized officer or representative of the Company and the Supplier.
24. The failure or delay of either Party in exercising any of its rights provided for in this Agreement shall not be deemed to be a waiver of such rights, or any of its other rights under this Agreement, nor operate so as to bar

the exercise or enforcement thereof at any time or times thereafter. Any waiver must be given in writing and signed by the Party waiving its rights.

25. Any notice to be given hereunder shall, save as otherwise agreed in writing or provided for in any specific clause of this Agreement, shall be given in writing by registered mail, acknowledgement due, or by fax. The addresses and fax for service of the Parties hereto shall be:

In the case of: Ignite

Name: _____
Designation: _____.
Address: 3rd Floor, TF Complex, 7 Mauve Area, G-9/4, Islamabad
Phone No. 051-9107441-46
Email Address: _____.

In the case of: [Supplier]

Name: _____
Designation: _____.
Address: _____
Phone No: _____
Email: _____

or such other address or fax number as any Party may be notified in writing by the other Party. No such notice shall be effective unless or until actually received as aforesaid.

26. Both Parties shall act as independent contractors with respect to one another. Nothing in this Agreement shall be construed as creating a partnership, joint venture or agency relationship between the Parties.

27. The Parties shall not, either during the term, or after the expiration of this Agreement, disclose any proprietary or confidential information relating to the Services, this Agreement, or business or operations without the prior written consent of the concerned Party, unless such disclosure is required by law or regulation. The Parties agree that they will use best efforts to ensure that their subcontractors and personnel are bound by and comply with the requirement of confidentiality set out in this clause.

28. This Agreement shall be signed in two (02) counterparts and each shall be considered as an original and one & the same document.

IN WITNESS WHEREOF the Parties hereto have executed this Agreement on the day and year hereinbefore mentioned, by their duly authorized representatives and in the presence of the undersigned witnesses.

For and on behalf of **The Company** For and on behalf of **The Supplier**

By:

Title: Chief Executive Officer

CNIC:

Date:

By:

Title:

CNIC:

Date:

Witness - 1

Name: _____
Designation: _____
Signature: _____
CNIC: _____-_____-____

Witness - 2

Name: _____
Designation: _____
Signature: _____
CNIC: _____-_____-____

Witness - 1

Name: _____
Designation: _____
Signature: _____
Signature: _____
CNIC: _____-_____-____
CNIC: _____-_____-____

Witness - 2

Name: _____
Designation: _____
Signature: _____
CNIC: _____-_____-____

Note: This Agreement is a Draft Agreement subject to change in terms and conditions upon negotiation with the successful bidder during the award of the agreement. The bidders should only follow the terms of reference and instructions given in this RFP document for submission of their bids.