

Request For Quotation



To Messer's

RFQ Number: EA/03-97-2022

RFQ Date: 20-Sep-22

Attention :

RFQ Deadline: 5-Oct-22

Etisalat Afghanistan invites quotes for Web Hosting Services by 05-October-2022, Quotation to be sent via email to email: snabizada@etisalat.af mentioning clearly. The RFQ No. to Procurement Department at Etisalat Afghanistan Head Office at Shahr-e-Naw, Ihsan plaza, near charahi Shaheed, Kabul Afghanistan.

Sr No.	Item Description.	Unit	Quantity	Software		Remarks
				Unit Price in (Afs)	Total Price in (Afs)	
1	Renewal of Web Hosting Services: Scope of Work as per attached Annexure	No	1			

1- Instructions to Bidders :-

- i) Price shall be quoted in Afghani or USD currency only .
- ii) Price Shall be final and valid for 60 days from the date of submission of Quotes
- iii) **The prices shall be inclusive of Afghanistan Government's taxes:**
- iv) Quotations/Proposals should be sent via email to **snabizada@etisalat.af** and it should be sent at the last day of the deadline and assigned hour.
- v) vendors are free to submit their quotations in any format, However the Pricing sheet shall remain as is , The instructions shall be printed, signed, stamped and attached to proposal.
- vi) Etisalat Afghanistan will apply penalty on delay beyond the delivery date as per its rules i.e. **1% of the total value of PO per week for first week and 2% for second week.**

2- Payment Terms

- i) 100% on delivery of Goods and/or Services
- ii) No advance Payment shall be paid to Vendor.

3- Warranty

Warranty duration is -----.

4- Delivery

Delivery of goods and services shall be withinWeeks from the date of issue of PO

5- Delay in Delivery

For Late delivery , EA will deduct Penalty from the invoice

I/We have read the instructions and all the above mentioned conditions and accept these . Prices are mentioned in the table of prices .

Signature :.....

Name And Position of signing person

Firm/Supplier Name:

(Stamp of company)

Note: Vendors must have the authorization letter from Microsoft to bid in this project.

1 -Vendor quotations will not be accepted unless all requested information has been provided and the quotation is signed & stamped.

Contract

Details:

For Any queiries please contract ot:

Name Shoab Nabizada

Position Sr. Analyst Procurement and Contract

Email snabizada@etisalat.af

Phone 93781204113

Annexure

As per below technical specifications

Part-1 Scope of Work:

Domain and Web Hosting Services:

Etisalat Afghanistan is seeking to host the public DNS (etisalat.af) and web hosting services. The vendor should host Etisalat Afghanistan web site (www.etisalat.af) and public DNS Records (Hosting Domain Etisalat.af). Hosting company should have a security policy and should have implemented the best practices for the web server shall provide secured access at hosting infrastructure for updating the contents on the website, and ensure the uptime of 99.90% for web hosting infrastructure & relevant managed services, Vendor will have to trouble-shoot any problems with the website hosting and DNS Records at a short notice.

Requirement for Web site hosting.

- a. Server High Availability.
- b. CPanal access for web site managing.
- c. Apache Web Server recommended.
- d. Operating System: Red Hat or Suse
- e. PHP Versions: v8.
- f. Database MySQL: V8
- g. Optimized Initial Server Setup
- h. Regular Software Upgrades
- i. Security & Active 24/7 Server Monitoring
- j. Regular Server Maintenance
- k. AV, Antispam & Hacking Protection.
- l. Digital SSL Certificates.

Support and trouble-shooting based on ticket severity & response timetable:

Either there should be a support system through ticketing system or telephonic, based on below severity.

Severity	Definition
Critical	The system is inoperative or severely impaired. Some or all of the critical business processes supported by the System are not operative or are limited in function causing ETISALAT business to be critically affected.
Major	The system is partially inoperative. One of the critical business processes supported by the system is not operative or limited in function causing ETISALAT business to be significantly affected.
Minor	The system is operative with some functions being limited or non-critical functions are inoperative, or the system is operative, with some error causing inconvenience and a workaround exists. The defect has no significant impact on ETISALAT business.

Severity/ Priority Level	Initial Response*	Work Around*	Restoration*
S1/P1 [Critical]	30 mins	1 Hrs	2 Hrs
S2/P2 [Major]	1 Hrs	4 Hrs	8 Hrs
S3/P3 [Minor]	2 Hrs	24 Hrs	48 Hrs
S4/P4 [Ad-hoc Query/Report]	1 Business Day	NA	2 Weeks

Computing Power

CPU	At least Dual Xeon Silver 4208 with 8 cores/ 16 threads @ 2.1 GHz (3.2 GHz)
RAM	64GB DDR4
Storage	1TB
Public Network	1000 Mbps
Server Type	Dedicated
Software	Linux Plan with free domain and CloudLinux
Monthly Bandwidth	100 TB/month Unlimited
Dedicated IP	3 IP v4
PHP Version	8.*
Database Accounts	Unlimited
Email Accounts	Unlimited
Billing Platform	WHMCS Business
CPanel	Included

Management

Fully Managed Services Subscription	included
Website Security Deluxe (DDoS & Malware Protection)	Please clarify Are you using third party applications, WAF or server security policies
SSL Digital Certificate	included
Premium DNS	100 TB/month
boost page load time 70% with CDN	Does this service is available from your side to boost pages loading via CDN
Restore server failure	included
Initial Server Setup	included
Monitoring Vendor Updates	included
Offsite Backup	50 GB Weekly Backup

Security Plan

- The platforms entirely (OS, DB...) must be compliant with the below policies where applicable.
 - a. Password Policy
 - b. User Management Policy
 - c. Patch Management Policy
 - d. Cybersecurity Baselines for security hardening (Operating System, Database and applicable services).
- The website must be hosted behind a standard and preferably dedicated WAF “Web Application Firewall” Solution to ensure timely protection against Cyber-attacks.