



REQUEST FOR PROPOSAL (RFP)

To All Potential bidders	DATE: July 31, 2019
	REFERENCE: ETH0610

Dear Sir / Madam:

We kindly request you to submit your Proposal for **WEB HOSTING SERVICES FOR NATIONAL ELECTORIAL BOARD OF ETHIOPIA (NEBE)**.

Proposals may be submitted on or before Monday, August 26, 2019 and via email, courier mail or fax to the address below:

United Nations Development Programme
Addis Ababa Ethiopia
Att: Mehari Goitom
Procurement.et@undp.org

Your Proposal must be expressed in the **English**, and valid for a minimum period of **120 days**

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail, and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the Proposal. At the time of Award of

Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a Purchase Order or Contract in a competitive procurement process. In the event that you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/business/protest-and-sanctions.html>

UNDP encourages every prospective Service Provider to prevent and avoid conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unsccl/conduct_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Taye Amssalu
Deputy Country director (o) a.i.
7/31/2019

Description of Requirements

Context of the Requirement	Webhosting Services for National Election Board of Ethiopia NEBE);										
Implementing Partner of UNDP	NEBE (National Election Board of Ethiopia);										
Brief Description of the Required Services ¹	Web Hosting Services;										
List and Description of Expected Outputs to be Delivered	<ul style="list-style-type: none"> Professional and efficient Webhosting Service at National Election Board of Ethiopia website for a contracted period of two and a half years; For more details Please see the attached TOR, 										
Person to Supervise the Work/Performance of the Service Provider	Appointed Person that will assigned by the requesting IP (NEBE);										
Frequency of Reporting	Please refer to the ToR, attached.										
Progress Reporting Requirements	<ul style="list-style-type: none"> Monthly reports; For more details Please see the attached TOR ; 										
Location of work	<input checked="" type="checkbox"/> Exact Address/es Addis Ababa Ethiopia, at NEBE Compound,										
Expected duration of work	Two and a half years;										
Target start date	Immediately after the signing of the contractual agreement;										
Latest completion date	Mid of Year 2021										
Travels Expected	As per the TOR If does not apply Please exclude <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;"><i>Destination/s</i></th><th style="text-align: center;"><i>Estimated Duration</i></th><th style="text-align: center;"><i>Brief Description of Purpose of the Travel</i></th><th style="text-align: center;"><i>Target Date/s</i></th></tr> </thead> <tbody> <tr> <td style="text-align: center;">none</td><td style="text-align: center;">none</td><td style="text-align: center;">none</td><td style="text-align: center;">none</td></tr> </tbody> </table>			<i>Destination/s</i>	<i>Estimated Duration</i>	<i>Brief Description of Purpose of the Travel</i>	<i>Target Date/s</i>	none	none	none	none
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none	none	none	none								
Special Security Requirements	<input checked="" type="checkbox"/> Others NEBE approval										
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> None										
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required										
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required										

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements.

Currency of Proposal	<input checked="" type="checkbox"/> United States Dollars Or any other currency N.B. If a local company Applicable exchange rate shall be UNORE at the time of award and contract signing																				
Value Added Tax on Price Proposal ²	<input checked="" type="checkbox"/> Local Company must be inclusive of VAT and other applicable indirect taxes <input checked="" type="checkbox"/> International Company must be exclusive of VAT and other applicable indirect taxes																				
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.																				
Partial Quotes	<input checked="" type="checkbox"/> Not permitted																				
Payment Terms ³	<table><tr><th>Outputs</th><th>Percent age</th><th>Timi ng</th><th>Condit ion for Paym ent Releas e</th></tr><tr><td>Migration of existing sites and domain on to a single separate dedicated standalone server, following which the hosting and maintenance of these sites, including the applying of security patches if and when necessary, clearing out of log files, enlarging disk space as required, the managing of security certificates (SSL Certs) and the continuous monitoring of the sites;</td><td></td><td></td><td rowspan="4"></td></tr><tr><td>The hosting of NEBE websites;</td><td></td><td></td></tr><tr><td>Conduct system updates and daily website backups to safeguard website content in the event of a system crash;</td><td></td><td></td></tr><tr><td>Provide Web Application Security to continuously discover; Determine</td><td></td><td></td></tr></table>				Outputs	Percent age	Timi ng	Condit ion for Paym ent Releas e	Migration of existing sites and domain on to a single separate dedicated standalone server, following which the hosting and maintenance of these sites, including the applying of security patches if and when necessary, clearing out of log files, enlarging disk space as required, the managing of security certificates (SSL Certs) and the continuous monitoring of the sites;				The hosting of NEBE websites;			Conduct system updates and daily website backups to safeguard website content in the event of a system crash;			Provide Web Application Security to continuously discover; Determine		
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² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

³ UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

	and provide the website capacity requirements; Provide optimization for mobile use and continuous compatibility with latest versions of web browsers; provide a content management system integrated with the website				
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	NEBE will assign;				
Type of Contract to be Signed	Contract for Service;				
Criteria for Contract Award	<input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution) <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non-acceptance of the GTC may be grounds for the rejection of the Proposal.				
Criteria for the Assessment of Proposal	Technical Proposal (70%) <input checked="" type="checkbox"/> Expertise of the Firm 35% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 20% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 15% Financial Proposal (30%) To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.				
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider				
Contract General Terms and Conditions ⁴	<input checked="" type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) Applicable Terms and Conditions are available at: http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html				
Annexes to this RFP ⁵	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <i>[optional if this form has been accomplished comprehensively]</i> <input type="checkbox"/> Others ⁶ <i>[pls. specify]</i>				

⁴ Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

⁵ Where the information is available in the web, a URL for the information may simply be provided.

⁶ A more detailed Terms of Reference in addition to the contents of this RFP may be attached hereto.

Contact Person for Inquiries (Written inquiries only) ⁷	<p>Please send any inquiries to: info.procurementet@undp.org</p> <p><i>Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.</i></p>
Other Information [pls. specify]	Bidders should submit Technical and Financial Proposals separately

⁷ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[insert: Location]

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date] , and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions :

A. Qualifications of the Service Provider

The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following :

- a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) Latest Audited Financial Statement – income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc.;*
- d) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;*
- e) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- f) Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

B. Proposed Methodology for the Completion of Services

The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be appropriate to the local conditions and context of the work.

C. Qualifications of Key Personnel

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

If required by the RFP, the Service Provider must provide:

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.;*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

D. Cost Breakdown per Deliverable*

	Deliverables <i>[list them as referred to in the RFP]</i>	Percentage of Total Price <i>(Weight for payment)</i>	Price <i>(Lump Sum, All Inclusive)</i>
1			
2			
3			
4			
5			
	Total	100%	

**This shall be the basis of the payment tranches*

E. Cost Breakdown by Cost Component [This is only an Example]:

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
I. Personnel Services				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

*[Name and Signature of the Service Provider's
Authorized Person]
[Designation]*

ToRs for website hosting services for NEBE

The National Election Board of Ethiopia (NEBE) is the appointed government agency which is mandated to oversee and supervise the national elections in Ethiopia. The NEBE is seeking a company to, without prejudice host, maintain and secure its websites offshore and to provide a service which upholds its integrity.

The current websites and those that the NEBE is wanting to develop will require that the service provider ensures that the migration is seamless and in line with a Service Level as set out in a Service Level Agreement (SLA) which is to include web site maintenance, server security, system redundancy and rapid scalability.

The websites are a primary means by which information is captured, collated and disseminated to various stakeholders. With an estimate of 450,000 monthly views during pre-election and 2 million visits during election & Result announcement, the websites allow both public and private users to subscribe, view and download current as well as archived content which the NEBE is required to do so in line with its mandate.

NEBE seeks to acquire the professional web hosting services of a company to host its open source platforms for a period of two and a half years. The NEBE in intrusting its webservices to a company strives to cultivate a vibrant community that will support, guide and strengthen the development of democracy in Ethiopia.

Objectives

- Provide a platform for interaction and information sharing among all relevant stakeholders;
- Provide high quality information, ethically and professionally meeting the NEBE's high standards;
- Enhanced and improved security measures within its platforms;
- Promote the use of technology within the elective process and the adoption of self-services, suitably meeting the requirements within the context of information sharing;
- Promote continued professionalism;
- Increase the outreach of NEBE;
- Continued enhancement of information sharing accessible by all .

Additional information about NEBE is available on the NEBE web site: www.electionethiopia.org (currently not active).

The NEBE web sites are and will be based on the following technologies:

- PHP;
- Drupal;
- MySQL;
- Apache on a Linux server;
- Server space used by web site will vary from about 200MB – 2GB and
- Content Management System: Custom-built.

Scope of work

The scope of work includes:

- Migration of existing sites and domain on to a single separate dedicated standalone server, following which the hosting and maintenance of these sites, including the applying of security patches if and when necessary, clearing out of log files, enlarging disk space as required, the managing of security certificates (SSL Certs) and the continuous monitoring of the sites;
- The hosting of NEBE websites for a contracted period for two and a half years;
- Provide 24/7 technical/help desk support with guaranteed response and resolution times - service requests and security incidents resolved within 5 days and 1-day response. Critical systems may require a 1 day turn around;
- Conduct system updates to ensure that the website, content management system and any plugins are up to date;
- Conduct daily website backups to safeguard website content in the event of a system crash;
- Provide Web Application Security to continuously discover, catalogue and protect the entire website with following capabilities:
 - Web Application Scanning that crawls and tests the website to identify any vulnerabilities and take corrective action over the two and a half years maintenance period;
 - Web Application Firewall that blocks attacks on website vulnerabilities, and lets NEBE where and when the website is accessed and
 - Malware Detection that proactively scans the website for infections, triggers automated alerts and generates detailed reports.
- Determine and provide the website capacity requirements (CPU, disk and memory etc.) via an on-demand hosting platform (on a dedicated standalone server) by analysing the current website prerequisites and forecasting for the delivery of the hosting over the two and a half years;
- Provide optimization for mobile use and continuous compatibility with latest versions of web browsers and
- The organisation must have the ability to provide a content management system integrated with the website if required in the future, which includes, but not limited to the following capabilities:
 - Content creation, scheduling, expiration and editing;
 - Content preview – content publishers must have the ability to preview changes prior to publishing on the site;
 - Analytics – website metrics, counts on visits and activity, search engine optimization, determine site traffic areas and where on the site to publish new content etc.;
 - Homepage heat mapping – to collect information about every action taken on the current site to review functionality and behaviour. The heat mapping shall include where people have clicked, scrolled and hovered on the page;
 - Graphics administration;
 - Site search statistics and
 - CMS activity reporting – detailing all login history, changes and activities taking place on the website through content administrators.

Additionally, the services required, and activities will include:

- Assist with securing the existing site during the transition to the new platform; preservation of all current website content and functionality;
- Optimize the site for low bandwidth users;
- 24/7 website monitoring and security monitoring starting 2 weeks before election all the way to results announcement (1 month after the election day);
- Uptime Guarantee – the website/s shall have a guaranteed uptime of 99.9% per annum and be backed by a service level agreement to be provided by the company.

Included in the bid must be annual consulting hours – 36 hours of consulting service hours as part of the maintenance services for the execution of additional projects as and when required by NEBE.

Web site hosting:

- The dedicated standalone server should support the technologies used which currently includes PHP, MySQL.

Current Environment

The site is currently hosted on a Managed and Performance-Optimized Dedicated Server by a private company in Ethiopia and will provide the appropriate permissions to transfer the domain, and to access and backup all files and databases.

Web Server Requirements

Hardware (Dedicated standalone server with the ability to dynamically allocated additional capacity when required):

- CPU Guaranteed 8 Cores;
- RAM Guaranteed 16GB;
- Storage 20 GB Raid 10 &
- 100MBps Bandwidth, guaranteed up to 10,000 GB data transferred per month.

Software:

- OS – (Linux CentOS 7.x);
- Database type - MySQL (Unlimited databases);
- Drupal;
- PHP, DRUPAL &
- Flash Support required.

Email & Sub-domain

- Unlimited number of business email addresses & Sub-domains.

On-Server Backup Requirements

- Nightly incremental backups with a weekly full back so as to ensure the availability of the web site/s for the past 14 consecutive days;
- Off Server File and DB full backups Weekly;

Malware and Virus Scanning Management:

- Automatic Scans for Malware and Hacks every 6 hours;
- Malware Removal & Clean-up within 6 hours if detected.

Advanced Web Application Firewall requirements

Website Application Firewall (WAF) / Intrusion Prevention System (IPS), proactively mitigating attacks against the website/s must be in place and provided. The company must have the ability to stop all attacks including: Distributed Denial of Service (DDoS), Brute Force, and automated attacks looking to exploit software vulnerabilities.

The companies monitoring platform must utilizes a proprietary approach to scanning websites. Must have the ability / capability of identifying any Indicator of Compromise (IoC), the detection technology must able to quickly identify and alert NEBE in the event of any security incident and breaches.

- DDoS Mitigation
 - Layer 7 HTTP Flood Attacks;
 - DNS Amplification Attacks &
 - SSDP Attacks.
- Website Attacks and Hacks
 - SQL Injection Attacks;
 - Cross Site Scripting (XSS) &
 - Automatic Software Vulnerability Patches.
- Malware Prevention
 - Prevent Infections &
 - Prevent google Blacklists

Web site maintenance:

- The contracted web development company will maintain full backups of the web sites through the duration of the contract. The backup, code and source files will be delivered in full to client on the termination of the contract;
- The contracted web hosting company will provide a standard SLA with resolution times in the proposal;
- The contracted web hosting company will verify regularly that the site is up and running, and will revert to the back up whenever necessary;
- The contracted web development company will give guidance on using the admin interface of the CMS when and if necessary;
- Monitor the server logs to see most popular pages accessed and downloads and generate regular reports.

Web site maintenance policy:

- Maintenance does not include web site redesign or development;
- Documents and graphics, such as logos and images, will remain the property of NEBE;
- The hosting company must offer a service level agreement (SLA) with guaranteed server uptime and response time to queries. The company should have an automated issue management ticket system for NEBE requests and allow NEBE to access tickets via the web at any time, including the correspondence log/s;
- The SLA will include financial penalty clauses should the company break the terms of the agreement;

Specific responsibilities during the migration phase:

There will be a migration phase of 2-3 months during which time the current hosting company in Ethiopia and the new company will be working in tandem. During that period, the newly contracted web hosting company will be responsible for:

- Getting familiar with the structure and functionality of the web site;
- Understand the NEBE's technical web hosting roadmap;
- Work with NEBE to suggest any high-priority technical tasks that may need to be addressed during the migration period and during future migrations of web systems.

Technical Evaluation Criteria:

1) Company profile and expertise (35%):

The company should have:

- Proven experience of web hosting and support in the international sector (The company must demonstrate in the form of a reference letter from three (3) clients, preferably from the following categories: IGO, Government agencies that they have supported and delivered web hosting and system related **services for no less than eight (8) years); (15%);**
- Strong experience in well-known and widely used open source platforms,
- such as Drupal, Joomla, WordPress, etc (The company must demonstrate in the form of open source certifications they have **obtained); (10%)**
- Strong track record in web site hosting; security and administration; Google analytics;
- Etc. (The company is to provide a detailed company profile demonstrating that they have experience in the hosting, developing and securing of websites, incorporating all the requirements as stated **in this Terms of Reference) (10%).**

2) Approaches and Methodologies appropriateness to the conditions and timeliness of the implementation plan (20%):

- Understanding of End Users needs to match with adequate technical solutions (The company must provide a reference letter from two big clients stating that they have architected and provided solutions for web-based hosting and development **requirements) (20%);**

3) Management structure and qualification of key personnel (15%):

Support staff skill level requirements (Staff allocated to support NEBE) – All allocated staff supporting the NEBE must have At least 8-year experience in the sector and similar experiences must be demonstrated – CV's to be attached to **the proposals (15%):**

3.1 Team Lead (3%):

- Must be PMP certified and up to date;
- BSC in Computer Science degree or similarly related;
- Eight (8) Years similar work experience;
- Demonstrate that they have managed clients similarly to the NEBE or demonstrate that they have managed Governmental organisations and
- Demonstrate a proven track record in the support of these organisations;

3.2 Infrastructure Technical Support Staff (3%):

- BSC in Computer Science Degree or higher;

- Certifications advantages (IE Linus Certifications, Hardware supplier certifications ETC);
- Eight (8) years working experience in the field of web hosting infrastructure).

3.3 Database Technical Support Staff:

- BSC in Computer Science Degree or higher;
- Certifications advantages (IE database security, database table structure design ETC.);
- Eight (8) years working experience in the field of open source web hosting database support;

3.4 Security Technical Support Staff (3%):

- BSC Computer Science Degree or higher;
- Eight (8) years working experience in the field of open source web hosting security support;
- additional certifications advantages (IE security certifications from organisations such as MacAfee ETC);
- BSC Computer Science Degree or higher;
- Eight (8) years working experience in the field of open source web hosting security support;

3.5 Web Site Developer (3%):

- Certifications advantages (IE certifications from PHP, Drupel ETC);
- BSC in Computer Science Degree or higher;
- Eight (8) years working experience in the field of open source web hosting development);

Performance Management

The Bidder will be directed by the NEBE appointed person, or persons authorized by the NEBE, NEBE to ensure the effective, efficient and consistent performance of duties and the implementation of the goals and objectives of the NEBE.

The following expectations are presented:

1. Professional and efficient hosting of NEBE website for a contracted period of two and a half years years;
2. Provision of 24/7 technical/help desk support and monitoring with guaranteed response and resolution times;
3. Provision of guaranteed uptime of the website (The company must demonstrate that they have their own Tier 3 data centre with offsite redundancy capabilities);
4. Ability to conduct security upgrades on website upon availability of latest upgrade;
5. Ability to conduct system updates on website upon availability of latest update;
6. Ability to conduct website optimization;
7. Ability to conduct daily and weekly website backups and
8. 36 monthly reports documenting ALL maintenance/work completed for the period, health of the service level agreement, required continual service improvements and agreed on activity/usage reports.

The Ministry of Information and Networks Security Agency (INSA) will provide information stored on the Content Management System upon the migration of the website.