



Government of the Republic of Trinidad and Tobago

Ministry of Trade and Industry

REQUEST FOR QUOTATION (RFQ) FOR THE PROVISION OF WEBSITE HOSTING AND MAINTENANCE SERVICES

Bid No.: RFQ/01/MTI/WHAMS

16 April, 2020

BACKGROUND

As one of the frontline Ministries within the Government of the Republic of Trinidad and Tobago, the Ministry of Trade and Industry (MTI) is leading the drive to position Trinidad and Tobago as a manufacturing base, and the business, trade, and financial hub of the Americas.

MTI's core responsibility is to grow trade, business and investment, particularly through driving the non-energy sectors of the economy. As the pivotal agency for trade promotion and development, MTI manages and coordinates the trade process to ensure access to international markets for companies locally.

The MTI's website is the primary means by which information is disseminated to the local, regional and international audience. With an estimate of fifteen thousand (15,000) monthly views, the website allows users to subscribe, view and download current as well as archived content including Trade Agreements, Policies, Ministerial Speeches, Media Releases and other similar and related information. It also allows consumers to make queries/reports to Consumer Advocates as well as request and book lectures/sessions.

In light of the above the MTI is seeking to acquire the professional web hosting services of a company to host its website for a period of three (3) years.

1a. You are invited to submit a quotation for the following item in accordance with the technical specifications as attached in Appendix 1.

Item Number	Quantity	Item Description
1.	1	Provision of Website Hosting and Maintenance Services for the Ministry of Trade and Industry



You are required to submit your quotation on the prescribed **Price Schedule Form** attached at **Annex 1 – Table 3**. In addition to the Price Schedule Form, you are also required to submit **Table 1 – Compliance to Technical Specifications** and **Table 2. Offer to Comply with Requirements and Conditions Pertaining to the Supply of Services**

The quotations will be evaluated based on technical responsiveness, compliance to requirements and conditions pertaining to the supply of services and lowest overall price.

- 1b. In addition to the above, firms are also required to submit a copy of their Certificate of Incorporation with their quotation submission. At the time of letter of award, the successful service provider will be required to submit their VAT registration certificate. A service provider that is not VAT registered will be required to submit a letter of exemption from the Board of Inland Revenue indicating such exemption.
2. The successful service provider will be required to enter into a contract with the Ministry of Trade and Industry for a period of three (3) years.
3. The quotation should include the following requirements and conditions to supply and deliver the above mentioned services:
 - a. Quote price: **TT** currency and state VAT separately;
 - b. **Content Control:** The Service Provider shall not supplement, modify or alter the website or any content without prior written consent. The Contract will permit the Client to electronically transmit or upload content directly to the website through a content management system and also through Secure File Transfer Protocol (SFTP) and Secure Shell (SSH).
 - c. The Service Provider shall prevent unauthorized access physical or electronic to the website and any databases or other sensitive material generated from or used in conjunction with the website.
 - d. The Service Provider shall monitor the website for intrusions and notify the client of any known vulnerabilities or security breaches within one (1) business day
 - e. The Service Provider is required to offer uninterrupted services for a period of **three (3) years** from the date of commencement of services.
 - f. **Delivery Period:** The minimum commencement period required is **one (1) week from** issue of Purchase Order.
 - g. **Validity:** The quotation must be valid for **ninety (90) days** from the date of deadline submissions;
 - h. **Terms and Conditions of Payment:** Three (3) equal instalments of the total cost of the contract, payable at the start of each year for the duration of the contract.

- i. Acceptance of Government Purchase Order **only**
4. Further information or clarification can be obtained from the following email address mti-corporatecommunications@gov.tt. Requests for clarification must be submitted no later than Friday 24 April, 2020.
5. Your quotation must be submitted no later than **Friday 1st May, 2020** to the email address: mti-corporatecommunications@gov.tt and addressed to:

The Permanent Secretary
Ministry of Trade and Industry
Level 9, Nicholas Tower
63-65 Independence Square, Port of Spain

Attention: Mrs. Ria Rulow-Bowyer, Senior Communications Officer

6. The Supplier shall bear all costs associated with the preparation and submission of quotations and the Ministry of Trade and Industry shall not be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
7. The Ministry does not bind itself to accept any Quotation. The MTI reserves the right to cancel the present RFQ in its entirety or even partially, without defraying any cost incurred by any firm in submitting their Quotation.

Our Current Environment

A summary of the MTI's existing website environment via the current on-demand web hosting provider follows:

Number of pages managed through the CMS

At present our Content Management System has 51 active pages and currently supports unlimited pages.

Number of documents the site contains

The site currently has approximately 2,031 uploaded files which are a combination of PDF Documents, Microsoft Word and Excel Documents, and Images

Where the site hosted

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

Appendix 1 – TECHNICAL SPECIFICATION FOR WEBSITE HOSTING AND MAINTENANCE SERVICES

Web Hosting Package

Description	Minimum Technical Specification
CPU Guaranteed	6 vCores 3.9 GHz
Software: OS Database type Applications Programming Tools Multimedia support Control Panel	Linux 7 or higher MySQL (Unlimited databases) Wordpress (Latest version) PHP, DRUPAL Flash Support required Yes
RAM Guaranteed	8GB
Storage	100GB Raid 10 (SSD)
Bandwidth	Minimum of 250 Mbit/s bandwidth, guaranteed up to 10,000 GB data transferred per month
On-Server Backup	Nightly Backups with availability for the past 14 consecutive days

OffServer File and db Backups	Weekly
Malware and Virus Scanning Management	<ul style="list-style-type: none">• Automatic Scans for Malware and Hacks every 6 hours• Malware Removal & Cleanup within 6 hours if detected
Advanced Web Application Firewall	<ul style="list-style-type: none">• DDoS Mitigation<ul style="list-style-type: none">○ Layer 7 HTTP Flood Attacks○ DNS Amplification Attacks○ SSDP Attacks• Website Attacks and Hacks<ul style="list-style-type: none">○ SQL Injection Attacks○ Cross Site Scripting (XSS)○ Automatic Software Vulnerability Patches• Malware Prevention<ul style="list-style-type: none">○ Prevent Infections○ Prevent google Blacklists• Zero Day Immediate Response<ul style="list-style-type: none">○ Virtual Hardening○ Virtual Patching

	<ul style="list-style-type: none">• CDN Performance Optimization• Advanced Support for SSL Certificate Implementation.
<p>Service Level Agreements Availability 99.9% Service credits for breach in uptime *If the Monthly Uptime Percentage is less than 99.9% there will be a service credit of 10% against its monthly payment value for future payments <i>*Monthly Uptime Percentage” means total number of minutes in a month, minus the number of minutes of Downtime suffered from all Downtime Periods in a month, divided by the total number of minutes in a month</i></p>	

Annex 1:

Table 1: COMPLIANCE TO TECHNICAL SPECIFICATION FOR THE PROVISION OF WEBSITE HOSTING AND MAINTENANCE SERVICES

Minimum Technical Specifications	Yes	No	Equivalent alternatives to specifications
Website Managed Hosting Services for three (3) years			
CPU: 6 vCores 3.9 GHz			
Software: OS - Linux 7 or higher			
Software: Database type - MySql (Unlimited databases)			
Software: Applications - Wordpress (Latest version)			
Software: Programming Tools - PHP, DRUPAL			
Software: Multimedia support - Flash Support required			
RAM Guaranteed 8GB			
Storage 100GB Raid 10 (SSD)			
Bandwidth Minimum of 250 Mbit/s bandwidth, guaranteed up to 10,000 GB data transferred per month			
On-Server Backup Nightly Backups with availability for the past 14 consecutive days			
OffServer File and db Backups Weekly			
Malware and Virus Scanning Management			
Advanced Web Application Firewall			
Managed SSL Certificates			
One SSL certificate which supports wildcards			
Technical Support (24/7 technical support on phone, chat and email)			
Monthly Maintenance and support (Over a three (3) year period)			
Site hosted server with server maintenance that is hardened and secure as per ISO27001			

Upgrades and patches to performance as needed for both operational and security issues			
Reporting Services 1.Monthly reports or near real time dashboard on server usage 2.Monthly reports or near real time dashboard on CDN usage 3.Monthly reports or near real time dashboard on bandwidth usage 4.Monthly reports or near real time dashboard on monthly visitors			
Service Level Agreements (list below specifications) Availability 99.9% Service credits for breach in uptime *if the Monthly Uptime Percentage is less than 99.9% there will be a service credit of 10% against its monthly payment value for future payments <i>*Monthly Uptime Percentage” means total number of minutes in a month, minus the number of minutes of Downtime suffered from all Downtime Periods in a month, divided by the total number of minutes in a month</i>			

Annex 2:

Table 2: OFFER TO COMPLY WITH REQUIREMENTS AND CONDITIONS PERTAINING TO THE PROVISION OF THE ABOVEMENTIONED

Requirements and Conditions	Compliance		Non Compliance alternative
	Yes	No	
Host MTI's website for a contracted period of three (3) years.			
Provide 24/7 technical/help desk support with guaranteed response and resolution times - service requests, bug fixes and security incidents resolved within 48 hours and 24 hours response.			
Conduct system updates to ensure that the website, content management system and any plugins are up to date.			
Conduct website optimization to ensure the website ranks well in search engines.			
Conduct daily website backups to safeguard website content in the event of a system crash.			
Provide a content management system integrated with the website, which include, but not limited to the following capabilities: <ul style="list-style-type: none"> • 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. 			

<ul style="list-style-type: none"> • Homepage heat mapping – to collect information about every action taken on the current site to review functionality and behavior. The heat mapping shall include where people have clicked, scrolled and hovered on the page. • Graphics administration. • Site search statistics • CMS activity reporting – detailing all login history, changes and activities taking place on the website through content administrators • Design and templates - page building and layout environment where MTI can select or drag and drop from a palette of page elements to change page designs etc. • Roles, users and workflow - permission-based security levels, define workflows through an easy-to-use and intuitive administrative interface etc. 			
End to End Migration Plan and Services: The Supplier will be required to submit end to end migration plan and services to the MTI for migrating/ porting the existing hosting environment to the supplier's hosting environment.			
Provide the following knowledge management and news posting capabilities: <ul style="list-style-type: none"> • Author, review and publish knowledge. • Intuitive search that provides highly relevant results including how-to, FAQs and other documents. • Ability to setup knowledge articles. • Ability to post press releases, events, job vacancies and RFPs etc. 			
Deliver Social media integration.			
Provide Web Application Security to continuously discover, catalogue and protect the entire website with following capabilities: <ul style="list-style-type: none"> • Web Application Scanning that crawls and tests the 			

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<p>website to identify any vulnerabilities and take corrective action over the three (3) year maintenance period.</p> <ul style="list-style-type: none"> • Web Application Firewall that blocks attacks on website vulnerabilities, and lets MTI control where and when the website is accessed. • 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 by analysing the current website prerequisites and forecasting for the delivery of the hosting over three (3) years.			
Provide optimization for mobile use and continuous compatibility with latest versions of web browsers.			
Deliver easy updating – design elements should include background images, videos, photographs, logos and buttons that can be easily updated or swapped out by MTI at any time and without incurring any additional implementation or update charges or requiring technical support.			
Website design, coding and content ownership – ownership of the website design, coding where applicable and all content shall be transferred to the MTI			
Provide responsive site design creation with one layout that fluidly changes depending on the size of the screen			
Broken link review			
Annual consulting hours – offer a certain number of consulting hours as part of maintenance services to execute of mini projects deemed out of scope.			
Uptime Guarantee – the website shall have a			

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guaranteed uptime of 99.9% per annum and be backed by a service level agreement.			
Page Load Time – pages shall load on an average of 1.5 seconds or less.			
Business Intelligence Data Analytics application – The Ministry produces a monthly listing of supermarket prices across Trinidad & Tobago and other data/statistics. This should be presented in an interactive and user-friendly interface through the use of software such as Tableau, Microsoft Power BI or any other recommended software.			
Dynamic menu structure – a dynamic menu structure, with ability to easily add, edit, move and delete menu items in multiple structural areas of the site.			
Delivery Period: The minimum commencement period required is two (2) weeks from issue of Purchase Order			
Quotation Validity: ninety (90) days after submission deadline date for quotation			
Content Control: The Service Provider shall not supplement, modify or alter the website or any content without prior written consent. The Contract will permit the Client to electronically transmit or upload content directly to the website through a content management system.			
The Service Provider shall prevent unauthorized access physical or electronic to the website and any databases or other sensitive material generated from or used in conjunction with the website			
The Service Provider shall monitor the website for intrusions and notify the client of any known vulnerabilities or security breaches.			
The Service Provider is required to offer uninterrupted services for a period of three year from the date of the issue of the Purchase Order			

Terms and Conditions of Payment: Three (3) equal instalments of the total cost of the contract payable at the start of each year for the duration of the contract.			
Acceptance of Government Purchase Order only			Not applicable

Supplier's Authorized name to sign:_____ Date:_____

Supplier's Authorized Signature:_____ Supplier's Stamp:

Annex 3:

Table 3: Price Schedule Form

Item No.	Description of Item	Quantity	Unit Price VAT EX. TTD	Total Price VAT EX. TTD	VAT 12.5% on Total Price TTD	Supplier's offered Delivery period
1						
Total Price VAT Inclusive TT\$						
Name and Address of Supplier						
Signature of Supplier [person signing the quotation]						
Date						
Supplier's stamp						