

	Bidder should provide web hosting services on dedicated server with following minimum configurations:
(d)	• Hardware (2 x 3.4 Ghz Intel Xeon Quad Core equivalent or Higher) • Memory: 64 GB, HDD 4 TB Raid 5, Hardware Firewall & 100+ Gbps port (equivalent or higher) Unlimited Traffic • Website will be secure via SSL & TLS supported • Daily Backup by Bidder • Server administration by bidder and Management by NBP
(e)	Bidder should provide Secure FTP Credentials required to connect to Server through SFTP
(f)	Bidder should provide Secure Remote SQL server connectivity required to connect SQL Server
(g)	Bidder should provide web hosting services on servers located in at-least two different countries (at least one in Pakistan with HA with cold state & auto sync) to cater contingency scenarios. The bidder is required to mention the details of hosted servers' locations. It is bank's discretion to accept the server hosting locations to comply with Government regulation.
(h)	Bidder should provide Cloudflare Enterprise Subscription for NBP domain or equivalent security services, which include DDOS Protection, Web Application Firewall and Content Delivery Network etc. up to 10TB of CDN Traffic, 100 mm HTTP requests. Also provide per TB and per MM cost per month incase of overutilization of said limits.
(i)	Bidder should provide real-time alerts to NBP for any malicious activity detected. Provide details of alerts mechanism/process. Bidder should provide documentary evidence for the same.
(j)	Bidder should provide customer portal to NBP. Bidder should provide documentary evidence for the same.
(k)	Bidder should provide access logs reports on need basis as well along with Monthly Reports
(l)	Bidder should also provide WAF incident/event log and details with monthly reports.
(m)	The portal should be able to provide multi-user access and role-based access for the portal.
(n)	Bidder should provide DNS parking for domain nbp.com.pk
(o)	Bidder should provide helpdesk system/ Support center access to NBP for any issue/complaint for the proposed solution. Provide details of support mechanism.
(p)	Bidder should provide 24 X 7 x 365 x 4 Service Level Agreement (SLA) for support throughout the contract period with 30-minute response time. With 24/7/365 Live Support as well on common medium like WhatsApp etc. for quick updates (Undertaking on letterhead must be provided with proper reference (page No) in the proposal)