

التاريخ: 12/01/2025

Q148.2025

رقم الاستدراج:

الشركة:

تلفون:

إيميل:

BR2425-000

استدراج عروض أسعار: الرجاء تزويدنا بأسعار اللوازم التالية شامل لضريبة القيمة المضافة:

اسم الصنف	الوحدة	الكمية	السعر	اجمالي تكلفة البند	مدة التوريد
DNS and SSL Management Solution مرفق ملحق التفاصيل الفنية	Lot	1			
1					
المجموع الكلي (ش.ض)			دولار		

تعليمات الاستدراج	ختم وتوقيع المورد:
** آخر موعد لتسليم العروض هو يوم:	الأحد
** الموافق:	19/01/2025
** طبيعة البنود المطلوبة:	DNS and SSL
** بعملة:	دولار
** الأسعار تشمل التوصيل ل:	الحرم الرئيسي - جنين
** نوع التوريد:	توريد كامل
** يرجى إرسال العرض ب:	بالظرف المغلق

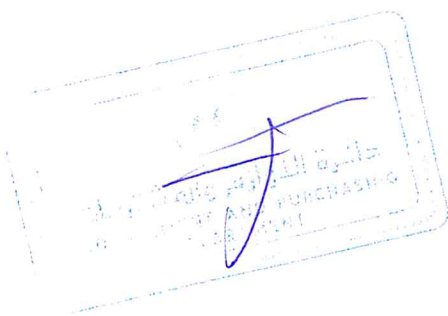
شروط الاستدراج:
** ضرورة تحديد مدة الكفالة إن وجدت
** ضرورة تحديد مدة التوريد من تاريخ استلام امر الشراء، وفي حال عدم الالتزام يتم فرض غرامة تأخير.
** ختم وتوقيع المورد المعتمد على هذا النموذج، وكتابة رقم الاستدراج واسم الشركة كما هو مسجل لدى الضريبة على الظرف.
** للمراجعة والاستفسار بخصوص المواصفات يرجى الاتصال على هاتف 042418888 رقم داخلي 1444 - عمر أبو الرب.
** للمراجعة والاستفسار بخصوص المواصفات عن طريق فاكس 042510972 أو بريد الكتروني omar.aburrob@aaup.edu
** لمشاهدة العطاءات والاستدراجات، يرجى الدخول الى الرابط http://www.aaup.edu/tenders



DNS and SSL Management Solution

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General Terms & Conditions

- The provider/bidder/vendor must meet all the mandatory requirements specified under each lot.
- The provider/bidder/vendor should not be blacklisted by any government department or public sector unit.
- Solutions must be aligned with industry standards such as Gartner's quadrant, NSS Labs, Forrester, or equivalent certifications.
- Providers/bidders/vendors must demonstrate the successful deployment of similar solutions in the State of Palestine within the last two years.
- All prices should be quoted in USD, inclusive of VAT.
- The provider/bidder/vendor must have a support office or representative in the State of Palestine.
- Presentations, Proof of Concept (POC), and demonstrations must be provided upon request.
- Training must be included and it should be official for at least 2 seats



DNS and SSL Management Solution

1- DNS Management Solution

AAUP is seeking proposals for a DNS Management Solution and Wildcard SSL Certificates. Currently, we manage 10 domains under Cloudflare, with only one domain using Cloudflare Pro Plan and the remaining under Cloudflare Free. We are looking to upgrade our DNS management services and require a more robust, enterprise-grade solution.

Name	Status	Plan	Plan Status
aaup.edu	✓ Active	Free	Active
aaup.dev	✓ Active	Free	Active
aaup.edu ★	✓ Active	Pro	Active
aaup.edu.ps	✓ Active	Free	Active
aaup.ps	✓ Active	Free	Active
alumni.aaup.edu	✓ Active	Free	Active
ezproxy.aaup.edu	✓ Active	Free	Active
pcrrproject.com	✓ Active	Free	Active
student.aaup.edu	✓ Active	Free	Active
students.aaup.edu	✓ Active	Free	Active

The objective of this RFP is to procure Cloudflare Enterprise Layer 7 services or equivalent DNS Management Solution for the main domain (aaup.edu) and Cloudflare Pro Plans or equivalent DNS Management Solution for one or two secondary domains (aaup.ps, aaup.edu). Additionally, we are seeking the provision of three wildcard CA SSL certificates for use within our internal systems such as (Exchange, WAF, ... ets).

Scope of Work

DNS Management Solution

- **Current Setup:** We currently manage 10 domains under Cloudflare. The main domain uses Cloudflare Pro Plan, and the remaining nine domains are under Cloudflare's Free Plan.
- **Desired Setup:** We seek to upgrade to Cloudflare's Enterprise Layer 7 Plan for our main domain and Cloudflare Pro Plans for one or two secondary domains. The new setup should provide enhanced security, performance, and scalability for our DNS management.



DNS and SSL Management Solution

Specific Requirements for DNS Management Solution:

- **Cloudflare Enterprise Layer 7 Plan** for the main domain.
- **Cloudflare Pro Plan** for one or two secondary domains.
- The new solution should ensure the highest level of security (including DDoS protection, WAF, bot mitigation, and rate-limiting) for the main domain.
- Proposals should include pricing for both monthly and annual subscription models.
- The service should support seamless migration of our current Cloudflare domains without any downtime.

2- SSL Management Solution

SSL Certificates Requirements

- **Three Wildcard CA SSL Certificates** that can be used for internal systems, such as Exchange servers and Web Application Firewalls (WAF).
- The SSL certificates should allow for downloading and direct installation on internal systems.
- Each certificate should be valid for at least 1 year and include support for the revocation process, should the need arise.

Key Features of SSL Certificates:

- **Wildcard coverage** for all subdomains within the main domain and secondary domains.
- Certificates should be compatible with all major web and email server platforms, including Microsoft Exchange and WAF systems.
- Ability to download and install the SSL root and Intermediate certificates and all supported and common files such as: private .key, .pfx, .crt, .p7b to be able to use it on internal systems.
- Full support for certificate management, including renewal and revocation.



DNS and SSL Management Solution

Proposal Submission Requirements

All proposals should include the following:

1. **Overview of your solution**, including the specific Cloudflare plans proposed for DNS management (including Enterprise Layer 7 Plan and Pro Plans).
2. **Pricing structure** for the Cloudflare Enterprise and Pro Plans, including any additional fees for setup, migration, or custom configurations.
3. **Details about the three wildcard SSL certificates**, including pricing, delivery method, and compatibility with internal systems.
4. **Implementation and support:**
 - o Details of the onboarding and migration process for moving existing domains from Cloudflare Free and Pro to the Enterprise and Pro plans.
 - o Support services, including troubleshooting and updates, to ensure smooth operation of the DNS management solution.
 - o SLA for DNS uptime, performance metrics, and support response times.
5. **Experience and credentials:** Proven track record in providing DNS management solutions and SSL certificates for similar organizations.
6. **References** from clients using Cloudflare Enterprise or Pro plans, or wildcard SSL certificates.

Mandatory requirements

Contact details

Please supply details of the certified and expert person(s) at your organisation who can be contacted and verified by AAUP. Please give their name, title, address and location, telephone number, fax number and e-mail address.

Company details

- Please give details of your company, stating its full registered address and company registration number and all legal documents.
- Please set out details of the partner and vendor company and specify the relationship between it and your company and provide detailed level of partnership and certification.
- Please set out your geographical locations which are relevant to the requirements set out in this request and the length of time you have operated from these locations.



DNS and SSL Management Solution

Your Organisation's staff

- Please give details of your staff numbers, skills, duties and locations those who will be associated with the proposed work. Please set out any key skills or employee dependencies and the availability of replacement skills in those areas.
- Please explain the organisational and management structure of your organisation (including an organogram of your executive management) and the roles and responsibilities of the management teams involved in relation to this request.

Your history, approach, vision and values

- Please describe in brief terms, your organisation's history and the history of provision of outsourcing services.
- Over what period of time have you been providing services which are similar to those which are the subject of this request.
- Please provide details of your corporate and business values and how this affects your organisation and the services it offers.

Customers and References

- Please supply a list of customers that you provided similar services and the types of services being provided.
- Please provide references of work done in the past and the success ratio where services were provided similar to those being requested.

Outsourcing experience

- Please provide details of previous experience in providing similar services to the services envisaged in this request, particularly your experience which relates to implementation/transition, service levels, regulatory compliance, achievement of economies of scale and value for money. Please provide details of size and scale of these services.
- Please specify any additional related services you could offer to AAUP and the benefits of such services.

Standards and procedures

- Please provide details of your quality assurance processes and management systems and if applicable any quality related accreditations or certifications you hold.



DNS and SSL Management Solution

- Please set out your policies, procedures and processes in relation to the protection of all information and data in relation to the services and in relation to other security and confidentiality matters.
- Please provide a brief risk management overview of the risks that you foresee in the delivery of each area of the requirements you are responding to. Please categorise these risks according to whether they are risks for AAUP, for you, or risks that are to be shared jointly. Please specifically state how you propose to manage and/or mitigate these risks.
- Please confirm that all goods, services, software and intellectual property which would be provided or supplied by you in the course of the provision of the services are compliant with applicable regulatory framework.
- Please give details of the systems and processes that are intended to be used to ensure security of personal customer data.



Support and Training

Support:

- A. Support should be available 24/7/365.
- B. Local partner of the vendor must have trained personnel and an available stock of hardware / software in order to provide an immediate response.

Other capabilities

- A. Knowledge transfer for any new products and updates in regular bases
- B. Please set out any additional capabilities or other services you provide beyond the scope of those contained in this request which may be of interest to AAUP.

