

TENDER NOTICE

REPAIR & MAINTENANCE CONTRACT OF OGRA WEBSITE UNDER TENDER ENQUIRY NO. 06 OF 2020

1. The Oil and Gas Regulatory Authority (OGRA) hereby invites sealed bids/proposals for carrying out repair & maintenance of its website (www.ogra.org.pk) at OGRA Head Office, Plot No. 54-B, Fazal-e-Haq Road, Blue Area, Islamabad, from well-reputed Web/IT firms, having five (05) years minimum relevant experience, registered with Sales Tax & Income Tax Department, preferably stationed at Islamabad/Rawalpindi, the contract will be initially for a period of three (03) years (extendable subject to mutual consent on same rate and terms & conditions), under Tender Enquiry No.06 of 2020.
2. The Tender Documents containing detailed information, terms and conditions etc. are available on the websites of PPRA (www.ppra.org.pk) and OGRA (www.ogra.org.pk). The documents can also be obtained from office of the undersigned on any working day (Monday to Friday) (09:00 a.m. to 05:00 pm).
3. The bids shall be received latest by November 05, 2020 on or before 11:00 a.m. and opened at 11:30 a.m on the same date in OGRA's office by OGRA's Bid Opening Committee. In case, the last date of bids submission falls in the official holidays, the date for submission of the bids shall be the next working day.
4. OGRA reserves the right to cancel/reject any or all bids or proposals at any time prior to the acceptance of a bid/proposal as per PPRA Rules, 2004.

(Ejaz Ahmad Gohar)

Joint Executive Director (Admin)

Oil and Gas Regulatory Authority

Plot No. 54-B, Fazal-e-Haq Road, Blue Area, Islamabad

Ph: 051-9244373

TENDER DOCUMENTS**REPAIR & MAINTENANCE CONTRACT OF OGRA WEBSITE UNDER
TENDER ENQUIRY NO.06 OF 2020**

The Oil and Gas Regulatory Authority (OGRA) hereby invites sealed bids/proposals for carrying out repair & maintenance of its website (www.ogra.org.pk) at OGRA Head Office, Plot No. 54-B, Fazal-e-Haq Road, Blue Area, Islamabad, from well-reputed Web/IT firms, having five (05) years minimum relevant experience, registered with Sales Tax & Income Tax Department, preferably stationed at Islamabad/Rawalpindi, the contract will be initially for a period of three (03) years (extendable subject to mutual consent on same rate and terms & conditions), under Tender Enquiry No.06 of 2020.

General Terms and Conditions:

- 1). The bidder should submit a single package containing two separate sealed envelopes. One envelope should contain the Pre-qualification/Technical Proposal (**Annex-I**) and the other envelope should contain the Financial Proposal (**Annex-II**), both showing the tender enquiry No.06 of 2020 and marked as “**PRE-QUALIFICATION/TECHNICAL PROPOSAL**” and “**FINANCIAL PROPOSAL**”.
- 2). The firm should be registered with Income Tax & Sales Tax Departments (Registration Number should be clearly mentioned and valid documentary evidence be attached).
- 3). The firm should have a minimum of five (05) years experience of similar assignments and should have a proper setup/office at Islamabad/Rawalpindi.
- 4). The bidder will be required to submit Bid Security/earnest money equal to 3% of the total quoted value of bid alongwith financial proposal in the form of **Call Deposit** payable at Islamabad/Rawalpindi.
- 5). 3% earnest money of the un-successful bidders shall be released within 30 days. However, “**5% performance bond**” as demanded under para 14, shall be released after completion of successful contract period.
- 6). The Bidder/firm will be required to submit bid/proposal for maintenance contract of OGRA website as per TORs/Scope of Work given at **Annex-III**.
- 7). An original and latest undertaking/affidavit on judicial paper that the firm is not blacklisted by any Government, Semi Government, Autonomous or any State Owned Organization.
- 8). Sealed bids/proposals are required to be delivered to the office of the undersigned latest by November 05, 2020 on or before 11:00 a.m. The Bid Opening Committee of OGRA shall open the Pre-qualification/ Technical Proposals (**Annex-I**) in the first instance at 11:30 a.m on the same day i.e. November 05, 2020 in the presence of the bidders or their authorized representatives, who may like to be present. The technical proposals shall be evaluated as per criteria given at **Annex-IV**.
- 9). Bids not complying with the requirements at 1 to 6 above shall be declared as Non-Responsive and their financial proposals shall be returned un-opened.

- 10). The Bid Opening Committee of OGRA shall open the Financial Proposals (**Annex-II**) of the bidders whose Pre-Qualification proposals are accepted, on a date and time to be communicated to them in advance, in the presence of the bidders or their authorized representatives, who may like to be present.
- 11). Only one authorized representative per bidder shall be allowed to attend the opening of bids.
- 12). The contract shall be awarded to the lowest evaluated bidder.
- 13). The bid validity period shall be three (03) months, starting from the last date for receipt of bids.
- 14). The successful bidder shall be required to deposit a "Performance Bond" equivalent to 5% of the total value of the contract, through **Call Deposit** in favour of OGRA payable at Islamabad. If the bidder fails to deposit performance bond within one week of the receipt of the award letter, the same shall be treated as cancelled and the already submitted 3% earnest money shall be forfeited.
- 15). The successful bidder shall be required to enter into a formal Contract Agreement; to be executed between OGRA & successful bidder. The contract shall be awarded initially for a period of three (03) years which shall be extendable on same rate/terms & conditions with mutual consent of both the parties. During the contract period, the firm shall provide maintenance of OGRA website as per terms and conditions, for OGRA Head Office Building Islamabad, failing which the performance bond shall be forfeited by the Authority.
- 16). The proposals should not have any over-writing or cutting. The Bid Opening Committee of OGRA reserves the right not to consider the proposal having aforementioned deficiencies.
- 17). Payment of the bills shall be made on quarterly basis subject to satisfaction of works duly verified by IT Section and deduction of mandatory government taxes/levies.
- 18). Interested firms may visit the offices of OGRA at any time during working hours.
- 19). The bidders should examine carefully the terms & conditions of the tender. Once the bid/proposal is submitted, any change, alteration, modifications etc. in ToRs will not be entertained.
- 20). Bids should be prepared carefully in accordance with the instructions given in the bidding documents and the bidder should quote final rates both in words as well as figures.
- 21). The quoted rates should be in PKR (Pakistani Rupees) inclusive of all taxes i.e. GST, duties, handling etc. Moreover, quoted rates must be mentioned clearly & legible, duly signed by authorized signatories.
- 22). The company will be responsible for deputing qualified personnel for software/applications installation, configuration, updating and testing of the said maintenance of OGRA's website/software.
- 23). The software supplied/used by the firm if any, shall be licensed (original) and complete in all respects. Moreover, the technical staff of the firm shall be involved in deployment and configuration of the website/software.
- 24). OGRA reserves the right to cancel/reject any or all bids or proposals at any time prior to the acceptance of a bid or proposal as per PPRA Rules, 2004.

(Ejaz Ahmad Gohar)
Joint Executive Director (Admin)

**FINANCIAL PROPOSAL****REPAIR & MAINTENANCE CONTRACT OF OGRA WEBSITE UNDER
TENDER ENQUIRY NO.06 OF 2020****Maintenance Costs / Financials**

Web Maintenance	Amount (PKR)
OGRA's Main Website (www.ogra.org.pk) (English & Urdu versions)	
File Tracking System (FTS) (www.fts.ogra.org.pk)	/-
Complaint Management System (http://ogra.org.pk/lodge-complaints)	
GST (16%)	/-
Total Per Month (PKR)	/-
Total Per Year (PKR)	/-

NOTE: The amount quoted by the firm per year shall not be changed throughout the contract period of three (03) years effective from date of execution of the contract and shall be treated same for 2nd & 3rd year and so on (if agreement extended)

**Proposal/ TORs for OGRA's Website Repair & Maintenance**

OGRA is in need of assistance in maintaining following web applications:

- OGRA's Website – www.ogra.org.pk (English & Urdu versions)
- File Tracking System (FTS) – www.fts.ogra.org.pk
- Complaint Management System - <http://ogra.org.pk/lodge-complaints>

Duration of maintenance contract is three (3) years, which is extendable on mutual consent on same rate and terms & conditions.

Maintenance Services Outline

The bidder/firm will maintain above mentioned websites and/or applications by executing the following services:

- Bug fixing in existing modules
- To help fixing data entry issues if exist any
- Code injection removal
- To help hosting company for prevention of hacking attempts
- Google web master submissions if required
- Periodically security & performance scans
- Necessary code versioning & implementation at server level
- Proper Git management of OGRA applications
- To make sure the modules functionality & stability
- To make sure the proper website connectivity with server
- To timely update APIs used at existing website
- To solve local issues of server to run application code smoothly
- Managed fortnightly backup of OGRA website for security reasons and restoration of the website in coordination with ISP.
- Fixation of previous issues/ problems of OGRA's website, FTS & Complaints Management System, which required to be fixed.
- Minor changes of link/content of website if required.
- Support/Maintenance of VPS (Web Hosting / Email Hosting) if required
- Service response time within 1 hour.
- Provision of 24/7 services in emergencies
- Provision of nights stand by support during Oil pricing (usually occurs once a month) which may be included but not restricted to updation of oil pricing data to the website, removal of link problem / bugs and website client & server / ISP site problem/error.
- SPAM & revisions cleanup

Services Not Included

The following services are not included in our proposed maintenance contract and will be charged additionally.

- New Module Development or Enhancement of Existing Modules
- Search Engine Optimization
- Content Optimization for SEO
- UI / UX Improvement or Enhancement in Existing Design
- Any kind of Designing Services
- Change in Current Applications Flows



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Assessment Criteria:

The bids shall be evaluated as per the following criteria;

Grading:-	Marks
Experience related to similar assignments	40
Clientage and assignments in hand	20
Managerial Capability (Regular Manpower including Technical Staff)	20
Equipments	20
Total marks	100

Note: Minimum score required to pass for Pre-qualification is 60%.