

# OIL AND GAS REGULATORY AUTHORITY

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## TENDER NOTICE

### **TENDER FOR DEVELOPMENT OF WEB BASED MODULE “ONLINE FILE TRACKING SYSTEM” UNDER TENDER ENQUIRY NO.12 OF 2017**

1. Oil and Gas Regulatory Authority (OGRA) invites sealed tender from well-reputed companies / firms who provide services of web based software development dully registered with SECP/ Govt. as Company or AOP, Income Tax and Sales Tax Departments for development of web based Online File Tracking System which is to be integrated with OGRA’s website.
2. The Tender Documents containing detailed information, terms and conditions etc. are available on the websites of PPRA ([www.ppra.org.pk](http://www.ppra.org.pk)) and OGRA ([www.ogra.org.pk](http://www.ogra.org.pk)). These documents can also be obtained from office of the undersigned on any working day.
3. The tender should reach this office latest by November 07, 2017 by 11:00 a.m and will be opened on the same day at 11:30 a.m, in OGRA Office, in the presence of representative of the firms, who are present at the time of bid opening.
4. OGRA reserves the right to accept or reject any or all the bid(s) in the light of PPRA Rules, 2004.

Deputy Executive Director (IT)  
**Oil and Gas Regulatory Authority (OGRA)**  
54-B, Fazal-e-Haq Road, Blue Area, Islamabad  
**Ph: 051-9244090-98 Fax: 051-9244206**

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## TENDER DOCUMENTS

### **TENDER FOR DEVELOPMENT OF WEB BASED MODULE “ONLINE FILE TRACKING SYSTEM” UNDER TENDER ENQUIRY NO.12 OF 2017**

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#### **Main features of Online File Tracking System**

Following will be main features and functions of Online File Tracking System

- 1) It will be used only for Fresh Application. (Hard Copy)
- 2) Operation/Punch of data will be started at R&I Section of OGRA.
- 3) The Authority and SED(C&MA) may operate the system for Application. (5 logins will have privileges to Punch the data of application)
- 4) Time span for R&I Section to punch application will be 24 hours.
- 5) Time span for relevant department to dispose the application will be one week.
- 6) Time span for Authority decision on application will be three weeks.
- 7) Alerts will be issued after completion of every time span.
- 8) A video clip for applicant to use File Tracking System will be prepared and updated on website.
- 9) A training session for OGRA officers/officials to use File Tracking System will be conducted.
- 10) Every department will use unique/dedicated user login to update the status.
- 11) Every department will use unique/dedicated user login to read and take print out of report of his department.
- 12) The Authority and SED(C&MA) may read and take print out of all reports of every department to manage the system.
- 13) For ease of general public, the entry fields labeling of online File Tracking System's will be both in Urdu and English language.

Note: It will be appreciated that time stamp mentioned above for each step shall be manageable in the module/software to increase or decrease it as per requirement.

## **First Stage of Application**

Following information will be filled by operator at R&I Section

1. File No (Given by client or company or organization)
  2. Date of Application (Given by client or company or organization)
  3. Name of client or company or organization
  4. Address of client or company or organization
  5. City of client or company or organization
  6. Ph or Cell No of client or company or organization
  7. Email id of client or company or organization
  8. Brief Subject of Application
  9. Application related to i.e. Oil, Gas, CNG, LPG, LNG, Finance, Account, Audit, Registrar, Secretary OGRA, Media, PR/Protocol, Complaint, Enforcement, Human Resource, Admn, Legal/Litigation, Planning Coordination, IT, Building Project, Other.
  10. Addressed to i.e. Chairperson, Member Oil, Member Gas, Member Finance, Registrar, SED(C&MA), Oil Department, Gas Department, CNG Department, LPG Department, LNG Department, Finance Department, Account Section, Audit Section, Secretary OGRA, Media Section, PR/Protocol Section, Complaint Department, Enforcement Department, Human Resource Section, Admn Department, Legal/Litigation Department, Planning Coordination Department, IT Section, Building Project Department, Other.
  11. Description or Remarks
  12. Application No (automatic generated by system)
  13. Date (automatic given by system when data punched)
  14. Operator Name (automatic)
  15. Different Status updation fields for every department
- After submitting / registering the application by the “Operator at R&I Section” an email will be received to Applicant having detail of his/her application and unique Application No.
  - Unique Application No along with Mobile No or Email Id will be used by the Applicant to track the status of his/her Application.
  - Application will be reached to Addressed Officers as given in serial no 11 electronically and R&I Official will deliver Hard Copy of application.

## **Second Stage of Application**

- After receiving Hard Copy of application concern Executive Secretary or Office Secretary or Receiver will update the status through his/her login in File Tracking System.
- Chairperson or Member or SED or ED will mark the application to concern Department or Officers, which information will be punched into File Tracking System by Executive Secretary or Office Secretary or Receiver.

### **Third Stage of Application**

- After receiving the Application in relevant department Officer/Official will scrutinize the Application and if some deficiency is observed he/she will send both Hard copy and email to Applicant to fulfill the requirements.
- Officer/Official or Executive Secretary or Office Secretary or Receiver will update the status in File Tracking System regarding deficiency.
- After receiving the deficiency (any document) at R&I Section from applicant, R&I Section will send it to relevant department for further necessary action.
- If all requirements are fulfilled and pending for The Authority decision, such status will also be updated by concern department.
- After Authority Decision License or Letter/action will be issued/taken and will be punched into File Tracking System

### **Logins of File Tracking System**

Following different logins will be created to operate File Tracking System by different departments

- 1) R&I (2 to 3 logins depend upon requirements)
- 2) Oil
- 3) Gas
- 4) CNG
- 5) LPG
- 6) LNG
- 7) Chairperson Secretariat
- 8) Member Oil
- 9) Member Gas
- 10) Member Finance
- 11) SED(C&MA) Office
- 12) Registrar
- 13) Finance
- 14) Account
- 15) Audit
- 16) Secretary OGRA
- 17) Complaint
- 18) Enforcement
- 19) Media
- 20) PR/Protocol
- 21) Planning/Coordination
- 22) IT
- 23) Admn
- 24) Building Project
- 25) Human Resource
- 26) Legal/Litigation
- 27) Other
- 28) Administrator of File Tracking System

- Every user of Login may change the password.
- Every login may be used by multiple users at the same time.

## **Reports of File Tracking System**

Following different type of reports may be generated by different users

- Department wise report
- Date wise Report
- Month wise Report
- Year wise Report
- Solved Application Report
- Unsolved Application Report
- Addressed to Report (all 25 addressed to)
- User Login report (all 27 login)
- Single Application History Report
- Applications History Report

There shall be online reports for the Authority to show delay in Application processing in colour like green when no delay, orange when minor delay and red when there is too much delay.

## **Deliverables**

The firm / company / solution provider shall be liable to provide the following items within the time frame.

- Source code of complete website (It will be the property of OGRA).
- Free one-year maintenance and bug-removal warranty for any error in the code, etc.
- A certificate by prospective firm/ Bidder in their proposals that all hardware & software are either covered by a valid license or was produced by the firm/Bidder and that violations are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in future procurements.
- User manual having all GUI and description will be delivered at the end of work.
- Documentation of the software for designing, testing & use case, etc.
- Website architectural documentation for network placement, hosting plan, configurations, security plan, etc. During the launch/maintenance period, it will be web developing firm responsibility to coordinate with web hosting ISP to resolve any hosting issue(s).

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## **General Terms & Conditions**

- 1) The bidder should submit a single package containing two separate sealed envelopes. One envelope should contain the **Technical Proposal (Annex-I)** and the other envelope should contain the **Financial Proposal (Annex-II)**, both showing the tender enquiry No.12 / 2017 and marked as “TECHNICAL PROPOSAL” and “FINANCIAL PROPOSAL” respectively.
- 2) The firm should be registered with SECP/Govt. as Company or AOP, Income Tax and Sales Tax Departments (Registration Numbers should be clearly mentioned and valid documentary evidence be attached).
- 3) The firm should have relevant experience of minimum three (03) years in software development / design (Relevant documents shall be attached).
- 4) An undertaking is required from the bidder stating that they will facilitate OGRA on a regular basis with technology/ tools updates and also extend support for one-year contract period.
- 5) The company / firm must provide six (06) months free of cost technical support including bug fixing, resolving technical issues in developed website and any change after the launch of online file tracking system.
- 6) The bids must be quoted in Pak Rupees.
- 7) The bidder will be required to submit a Pay Order/Call Deposit for a sum equivalent to 2% of the total quoted value of bid as earnest money in favor of OGRA, payable at Islamabad.
- 8) Any bid not complying to the terms & conditions at serial No. 2, 3, 5, & 7 may be declared non-responsive and their offer will not be entertained.
- 9) The sealed tenders are required to be delivered to the office of the undersigned at Oil and Gas Regulatory Authority (OGRA) 54-B, Fazal-e-Haq Road, Blue Area, Islamabad, by 11:00 a.m. November 07, 2017, which will be opened on 11.30 am on the same date and venue in the presence of bidders or their authorized representatives, who may like to be present.
- 10) The bid validity period will be three (03) months, from the last date of submission of bids.
- 11) The successful bidder will be required to deposit a “Performance Bond” equivalent to 5% of the total value of the contract, through a Pay Order/Call deposit in favor of OGRA payable at Islamabad. If the bidder fails to deposit performance bond within one (01) week of the receipt of the offer letter, OGRA reserve the right to cancel the offer and forfeit the earnest money.
- 12) 2% earnest money, if not adjusted in the 5% performance bond, will be released to the bidder after deposit of 5% performance bond. However, 5% performance bond will be released within 30 days after successful completion of contract period of one (01) year.
- 13) The proposals shall not have any over-writings or cutting, OGRA reserve the right not to consider the bids with any of the aforementioned deficiencies.
- 14) The bidders are required to quote lump-sum price (inclusive of all taxes) for the whole complete job per **Annex-II**.

- 15) The bidders should examine carefully the terms & conditions of the tender, and may also visit the office on any working day from Monday to Friday from 10:00 a.m to 4:00 p.m, at their own expenses and responsibility and obtain all necessary information prior to submitting the tender. Clarification if any, about the tender may be obtained from the undersigned / Head of IT i.e. DED (IT), OGRA before submitting tender. Once the tender is submitted, it will be assumed that no further clarification is required.
- 16) The bidder will submit the bill for payment after successful launch of online file tracking system as per contract order or as per requirement and the payment will be processed after issuance of certificate of completion by OGRA/IT Section.
- 17) Payment of the bills will be subject to the deduction of all government taxes.
- 18) Selection criteria are at **Annex-III**, the contract will be awarded to the lowest evaluated bidder/firm/company.
- 19) The successful bidder will be required to complete the job contract in a manner as specified in tender documents within period of 1-2 months from the date of award of the contract.
- 20) The successful bidder will be required to enter into a formal contract agreement to be executed between both the parties i.e. OGRA and successful evaluated bidder/ firm, which may further be extended job completion period or change any clause of the contract with mutual consent of both the parties with regards to any clause of the agreement.
- 21) OGRA reserves the right to accept or reject any or all the bid(s) in the light of PPRA Rules, 2004.

Deputy Executive Director (IT)

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<b>TECHNICAL PROPOSAL</b>
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**TENDER FOR DEVELOPMENT OF WEB BASED MODULE “ONLINE FILE TRACKING SYSTEM” UNDER TENDER ENQUIRY NO. 12 OF 2017**

Name of the Firm	
Address (Telephone, Fax & E-mail)	
Year of Establishment	
Registration with SECP/Govt as Company or AOP (please attach document)	
Sales Tax Registration No. (attach documentary evidence)	
National/Income Tax No. (attach documentary evidence)	
Banker's Name & Contact Details	
Assignments in Hand (current)	
Managerial / Technical Capability (Manpower) a) Total No. of Permanent Staff b) Total No. of Contract / Project Staff (Attach separate Annexure, if necessary)	
Software development experience (please attach proof/ supporting documents elaborating experience in number of years)	
Whether Bank Pay Order/Call Deposit as Earnest Money @ 2% of the total value of bid is enclosed in sealed envelope with Financial Proposal <b>(Yes or No)</b>	
24/7 Technical / Maintenance Support (please attach undertaking)	
Clientage of software development (Attach separate Annexure, if necessary)	
Hardware Details (Attach separate Annexure, if necessary)	



Financial strength breakup of last three years in terms of annual turnover (in Pak Rupees)	
Affidavit (that the firm has not been blacklisted by private, Govt., Semi Govt. and Autonomous Body)	
Contact Person  Date: _____	_____ Name & Designation  _____ Authorized Signature & Stamp

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**FINANCIAL PROPOSAL****TENDER FOR DEVELOPMENT OF WEB BASED MODULE “ONLINE FILE TRACKING SYSTEM” UNDER TENDER ENQUIRY NO.12 OF 2017**

<b>Description</b>	<b>Time Frame</b>	<b>Charges</b>
Online File Tracking System software development	Max 60 working days (from the date of contract award)	
Technical Support / Training	06 months (after launch of online file tracking system)	Free of cost
Maintenance Support	01 Year (after launch of online file tracking system)	Free of cost

**Total amount (Including all Taxes / GST, if any) Rs. \_\_\_\_\_.****Authorized Signature & Stamp \_\_\_\_\_**

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**SELECTION CRITERIA****TENDER FOR DEVELOPMENT OF WEB BASED MODULE “ONLINE FILE TRACKING SYSTEM” UNDER TENDER ENQUIRY NO.12 OF 2017**

The proposals will be evaluated as per the following criteria: -

<b>Description</b>	<b>Marks</b>
Experience in Software Development	45
24/7 Technical / Maintenance Support	25
Technical Manpower	20
Financial Strength (Annual turnover in Million)	10
<b>TOTAL</b>	<b>100</b>

**Note:** *Minimum score required for pre-qualification is 70%.*