

## TENDER NOTICE

**RE-DESIGNING, RE-DEVELOPMENT AND REGULAR MAINTENANCE OF OGRA's NEW  
WEBSITE UNDER TENDER ENQUIRY No. 08 OF 2022**

1. The Oil and Gas Regulatory Authority (OGRA) hereby invites sealed bids/proposals from well-reputed Web/IT firms, having minimum five (05) years relevant experience, registered with Sales Tax & Income Tax Departments, preferably stationed at Islamabad/Rawalpindi for carrying out re-designing, re-development and regular maintenance of its website ([www.ogra.org.pk](http://www.ogra.org.pk)) at OGRA Head Office, Plot No. 54-B, Fazal-e-Haq Road, Blue Area, Islamabad, under Tender Enquiry No.08 of 2022.
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 (Monday to Friday) (09:00 a.m. to 05:00 p.m).
3. The bids shall be received latest by September 13, 2022 on or before 11:00 a.m. and will be opened at 11:30 a.m on the same date in OGRA's office by OGRA's Bid Opening Committee.
4. In case, the last date of bids submission falls on the closed official day(s) / holiday(s), the date for submission and opening of the bids shall be the next working day.
5. 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.

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****RE-DESIGNING, RE-DEVELOPMENT AND REGULAR MAINTENANCE OF OGRA's NEW  
WEBSITE UNDER TENDER ENQUIRY No. 08 OF 2022**

The Oil and Gas Regulatory Authority (OGRA) hereby invites sealed bids/proposals from well-reputed Web/IT firms, having minimum five (05) years relevant experience, registered with Sales Tax & Income Tax Departments, preferably stationed at Islamabad/Rawalpindi for carrying out re-designing, re-development and regular maintenance of its website ([www.ogra.org.pk](http://www.ogra.org.pk)) at OGRA Head Office, Plot No. 54-B, Fazal-e-Haq Road, Blue Area, Islamabad, under Tender Enquiry No.08 of 2022.

2. The website maintenance contract will be initially for a period of five (05) years extendable subject to mutual consent on same rate and terms & conditions.

**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.08 of 2022 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**” of successful bidder as demanded under para 14, shall be released after completion of successful contract period of five years.
- 6). The Bidder/firm will be required to submit bid/proposal for the subject services 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 September 13, 2022 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. September 13, 2022 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 successful and most advantages bidder.
- 13). The bid validity period shall be three (03) months, starting from the last date of submission 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 five (05) 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 subject services as per the ToRs at Annex-III and terms & conditions of the tender documents.
- 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 yearly 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 technical 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). In case, the last date of bids submission falls on the closed official day(s) / holiday(s), the date for submission and opening of the bids shall be the next working day.
- 25). 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)

Name of the Firm	
Address (Telephone, Landline, Cell, Fax & E-mail)	
Year of Establishment (Attach documentary evidence)	
Sales Tax & Income Tax Registration No. (Attach documentary evidence)	
Income Tax No. (Annual Turnover supported by Income Tax Return)	
Whether an original and latest undertaking/affidavit on Judicial paper that the firm has not been blacklisted by any Government, Semi Government, Autonomous or any State Owned Organization is enclosed.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Whether Bank <b>Call Deposit</b> of 3% of the total quoted value as bid security is enclosed in the Technical Proposal.	Yes: <input type="checkbox"/> No : <input type="checkbox"/>
Clientage (Attach as separate Annexure, if necessary)	
Experience related to similar assignments	
Managerial Capability a). Total No. of Permanent Staff: b). Total No. of Contract/Project Staff: (Attach as separate Annexure, if necessary)	a) _____ b) _____
Assignment in Hand (Presently)	
Equipments detailed list is attached	Yes: <input type="checkbox"/> No : <input type="checkbox"/>
Banker's Name & Contact Details	
Contact Person  Date: _____	_____ <i>Name &amp; Designation</i>   _____ <i>Authorized Signature &amp; Stamp</i>

**FINANCIAL PROPOSAL**

**RE-DESIGNING, RE-DEVELOPMENT AND REGULAR MAINTENANCE OF OGRA's  
NEW WEBSITE UNDER TENDER ENQUIRY No. 08 OF 2022**

**RE-DESIGNING & RE-DEVELOPMENT COSTS / FINANCIALS**

Web Development	Amount (PKR)
a) OGRA's Main Website ( <a href="http://www.ogra.org.pk">www.ogra.org.pk</a> ) (English & Urdu versions), Re-Designing, Re-development and re-launch of OGRA's new Website and one year free warranty/maintenance support after the launch of new website.	/-
b) Website maintenance initially for 05 years after warranty period	/-
GST	/-
<b>Grand Total (PKR) (including taxes)</b> <b>In words:</b> <b>(Rupees ..... only)</b>	/-

**NOTE:** The amount quoted by the firm per year shall not be changed throughout the contract period of five (05) years effective from date of execution of the contract and shall be treated same for 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> & 5<sup>th</sup> year and so on (if agreement extended).

**PROPOSAL/ TORS FOR RE-DESIGNING, RE-DEVELOPMENT AND  
REGULAR MAINTENANCE OF OGRA's NEW WEBSITE UNDER  
TENDER ENQUIRY No. 08 OF 2022**

**1. Scope and Description of Work**

OGRA's website was launched in August 2017 after incorporating all necessary requirements, which were latest and updated at that time. After completion of five years now it is required to upgrade and enhance the OGRA's website to fulfill the upcoming demands. It has been analyzed that new version of web designing tools should be used to enhance security of OGRA's website as well as outlook. The new design of website will replace the existing website in line with security up-gradation, OGRA market position as regulator and along-with transfer of contents/ data/ files from existing website to new website at relevant locations.

The existing website [www.ogra.org.pk](http://www.ogra.org.pk) can be used as a reference for scope of content. In addition to that the scope of content should include but should not be limited to complete English and Urdu version of OGRA's website having current and new contents be included along with modules already running on the website i.e. online complaint system & tracking, file tracking system & tracking, online feedback, advertisement module, RSS, online HR Employment module (addition of new module development), etc.

The project/ work has been divided in the following two (02) components:

- Design and development of OGRA's Website
- Maintenance of OGRA's website

**2. Objective**

OGRA's objective is to build world class level website to facilitate licensees, general public, stakeholders related to regulated activities of Oil and Gas Sector.

The designing & development of new website shall aim to achieve: -

- i. Client-side User Interface that allows users to view the website both in English & Urdu contents;
- ii. Enhance the presentation of old contents of current website;

- iii. Develop an extremely user-friendly information architecture. A user-friendly architecture that facilitate to acquire relevant information about the Oil and Gas sector which is being regulated by OGRA and placed on website;
- iv. Website architecture shall be scalable and expandable;
- v. Development of consistent visual impact with new layouts for the website;

### **3. Proposed Features / Characteristics for Website Designing and Development**

- The new website should be properly viewable with the popular versions of major browsers like IE, Edge, Safari, Opera, Netscape, Mozilla, Google Chrome, etc and all operating systems (Windows/Linux/Mac/Android/IOS, etc.) accordingly should work with commonly used resolutions on all pages / modules.
- The mobile version of the website should also be developed both for Android and Apple accordingly should work with commonly used resolutions on all pages/ modules.
- The website shall support content in multiple file formats including PDF, DOC, DOX, TXT, JPEG, JPG, PPT, XML, etc. and various video formats like AVI, FLV, WMV, OV, MP4, etc.
- The website should provide an appealing and eye-catching graphic experience to the visitors and new version of web designing tools should be used to enhance security of OGRA's website as well as outlook
- It will be an end to end solution with the website developing firm with the responsibility to analysis the OGRA's requirement, design, develop and final uploading/ launching of new website on pre-designated hosting server, as already selected by OGRA.
- Search feature of links / files be enhanced/ added so that visitor can easily reach or access any file / link through search.
- The name of file uploaded on website in any link, should be somewhat similar to the link name.
- The website should have user friendly Admin Control Panel for all website updations. Admin Control Panel should have such capability to show or pop up warning message i.e. when any file is deleted, renamed or replaced to avoid accidental deletion.
- Every document or page which has been uploaded on the website should have feature to get printed through printer, if required.

- When any link is deleted from the website its corresponding data file should also be deleted and archived in the hosting server by moving the deleted file in a specific folder. So that the archives of deleted files may be removed manually time to time.
- Minimum three set of revision or prototype will be made as per requirements for approval of competent authority.
- The website layout design can be changeable to add one, two, three boxes in one row to display highlighted information related to LPG, LNG/RLNG and Oil and on requirement second & so on row(s) of boxes can also be added to display highlighted information related to Gas, Oil, LPG, LNG, CNG, Enforcement, safety, etc.
- Admin backend panel will be developed by the firm/ company to update and operate the website links.
- Present data available on OGRA's website will be accommodated/ adjusted/ transferred into new website and it will be responsible of the firm / company to properly accommodate/ upload/ shifting of all existing/ required data into new website both for English and Urdu links.
- The developing firm will have to submit 03 layout designs to OGRA, among which OGRA will finalize one design.
- The development firm will be responsible to update latest website patches/ latest version of the software must be supported on regular basis to keep OGRA's website secure, safe and running.
- The developing firm/ company will be required to work/ coordinate with OGRA's website hosting firm for any technical issue / configuration/ launching of new website.
- All existing modules running on OGRA's website will also be converted into new website with or without design change as per OGRA's requirement.
- New website will also be designed/ developed keeping in view of existing English and Urdu version of website.
- Blogs will also be incorporated into new website.
- "Ease of Doing Business", Check List(s), Guide Book(s) and FAQs will be re-designed as per requirement.
- The following modules will be integrated into new website, and if there is requirement of re-development the firm will develop these again:-
- Online Complaint System etc.
- Online Feedback



- RSS – etc.
- HR Employment module (addition of new module development), etc.
- Online File Tracking System, etc.
- The feature of online payment facility through credit card or 1Link network. All charges for acquiring this facility i.e. monthly, yearly, etc. of the bank/ financial institution will be paid by OGRA separately to website development/ designing firm/ company.
- Availability of Registrar office through WhatsApp to the general public during office hours. Any third party charges for this will be paid by OGRA separately to website development/designing firm/ company, if applicable.
- Proper development and adjustment of advertisements module/ banners on new website which will be operative through admin backend panel.
- A detailed website search feature be added to the website.
- The feature of multiple files and photos uploading on website through panel should be added to admin panel for the photo gallery, etc. The photo auto compression and adjustment according to the page is must.
- The uploading of videos and audio feature shall also be added to new website at different locations. The locations shall be identified during website updation through admin panel. YouTube channel should be supported to display on new website.
- The website should have provisions to add new menu/ submenu/page through admin panel like already this feature has been incorporated in to existing website.
- The website admin backend panel should be supported all social media platforms like YouTube, Facebook, Instagram, tweeter, LinkedIn, WhatsApp, etc.

#### **4. Deliverables**

The firm / company shall develop OGRA Website as per the requirements approved by OGRA. The firm / company shall be liable to provide the following items within the time frame.

- Complete functionality required in requirement's specification approved by OGRA.
- Source code of complete website will be the property of OGRA.
- Free one year maintenance and bug-removal warranty for any error in the code, etc.

- It will be the responsibility of the firm / company that all software used in the development of the website is either covered by a valid license or freeware. Any violation of this will be considered fraud and will be the sole responsibility of the firm / company to bear the consequences/ any type of punishment.
- User manual having all GUIs and descriptions will be delivered at the end of work.
- Website architectural documentation for hosting plan, configurations, security plan, etc.
- It has been observed when a large number of users access the website at any particular time that causes difficulty in website updation. Therefore, testing report shall be provided about the website scalability's model in terms of increase in number of visitors vis-à-vis website updation.
- The firm/ company is required to backup website after 15 days in a month (twice) and after backup the firm will intimate OGRA.
- To meet day to day requirement, it will be part of agreement that module maximum upto five lakh rupees (per module) will be executed by the same firm / company during the maintenance contract period.
- Backup of website will be responsibility of the web developing firm and after backup the firm will intimate OGRA.
- During the maintenance of OGRA's website, the security of website will be responsibility of the firm / company and in case of any problem / issue / attack / hacking, the firm / company will perform immediate recovery and restore / fix the website.
- Technical Training will be provided by the firm / company to IT staff for the use of website admin backend panel.

## **5. Maintenance and Support during Warranty**

- The firm / company will provide one year free maintenance and bug-removal warranty for any error in the code, etc. the warranty period will be started after the issuance of completion certificate by the firm / company and launch of new website.

## **6. Development time for the Website**

- The firm / company will develop the new website in approx. eight months. However, development time may be extended with mutual consent of the firm / company and OGRA.

**7. Maintenance and support contract of the Website**

- The firm / company will execute the website project as the lump sum amount together with website development, warranty / free one year maintenance and five (05) years maintenance & support contract, which can be extended for further five (05) years (or more) on mutual agreement between the firm / company and OGRA. The five years maintenance contract will be started after warranty / free one year maintenance and extension of maintenance contract for another five years (or more) will be executed through mutual consent of the firm / company and OGRA with the same firm / company on the same per year rate.

**8. Dedicated Support**

- The firm / company will provide the name & mobile number of high level person to OGRA for close coordination with the firm. The firm / company will also provide the name & mobile number of dedicated technical resource persons (atleast two persons) to OGRA for 24/ 7 support and maintenance of the website.

**9. Fine & Penalties**

- The firm / company is required to resolve the urgent problem reported to the firm / company within 3-4 hours, whereas normal problem will be resolved within 1-3 days. The urgent or normal problem can be reported to the firm in form of text message, verbal through telephone call, in the form of letter or through email. In case of non-compliance within the time period stipulated above, the firm / company can be charged 1% of maintenance contract value (one year) as fine & penalties wholly & solely on the decision/ discretion of OGRA and in case of repeated non-compliance as major penalty the contract with the firm / company can be cancelled without any notice and the amount deposited to OGRA in the form of performance bound will be forfeited with immediate effect.

**10. The firm / company will quote the lump sum amount for website development, warranty / free maintenance of one year period after the launch and Five (05) years website maintenance contract**

- In the tender, the firm / company will quote the Lump Sum Amount (inclusive of all applicable Taxes) for Website Development with warranty / free Maintenance of one year period after the launch together five (05) years website maintenance contract. However, the firm will provide breakup of

amount separately for (a) Website development and Warranty / free Maintenance of one year period (b) Five (05) years website maintenance contract.

**11. Turn Over**

- The firm / company should have minimum annual turnover of Rupees one crore during every year for the last three years.

**12. Location**

- The firm / company can based at Islamabad, Lahore & Karachi, etc. throughout anywhere in Pakistan but should have its liaison office setup in Islamabad (the firm / company is required to attach documentary evidence).

**13. Experience**

- The firm / company should have minimum five (05) years relevant experience in designing/ development and maintenance of website.

**14. Confidentiality and non-disclosure of Information**

- The firm / company shall not, either during the term or after expiration of the contract, disclose any proprietary or confidential information relating to the service. It is necessary to ensure the integrity of the information hosted on the portal as well as the confidentiality of the data/ information and shall not disclose the contract or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of OGRA in connection therewith to any person.

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**RE-DESIGNING, RE-DEVELOPMENT AND REGULAR MAINTENANCE OF OGRA's  
NEW WEBSITE UNDER TENDER ENQUIRY No. 08 OF 2022****EVALUATION CRITERIA**

The bids shall be evaluated as per the following criteria;

<b>Grading:-</b>	<b>Marks</b>
Experience related to similar assignments	40
Clientage and assignments in hand	20
Managerial Capability (Regular Manpower including Technical Staff)	20
Annual Turnover	15
Equipments	05
Total marks	100

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

## MARKING CRITERIA

### RE-DESIGNING, RE-DEVELOPMENT AND REGULAR MAINTENANCE OF OGRA's NEW WEBSITE UNDER TENDER ENQUIRY No. 08 OF 2022

1.	<b>Experience Total No. 40</b>	5 years @ 60 %	6 years @ 70 %	7 years @ 80 %	8 years & above @ 90 %
		24	28	32	36
2.	<b>Clientage and Assignments in hand (20 Marks)</b>	5-10 Clients @ 60%	11-16 Clients @ 70%	17-20 Clients @ 80%	21 & above Clients @ 90%
		12	14	16	18
3.	<b>Managerial Capability (20 marks)</b>	10-15 workers @ 60%	16-20 workers @ 70%	21-25 workers @ 80%	26 & above workers @ 90%
		12	14	16	18
4.	<b>Annual turnover (15 Marks)</b>	11 Million @ 60%	12 Million @ 70%	13 Million @ 80%	14 Million & above @ 90%
		9	10.50	12	13.50
5.	<b>Equipment (05 Marks)</b>	1-03 Equipment @ 60%	04-06 Equipment @ 70%	07-09 Equipment @ 80%	10 & above Equipment @ 90%
		03	03.50	04	04.50