TENDER NOTICE

TENDER FOR RE-DESIGN / RE-DEVELOPMENT, SECURITY UP-GRADATION AND INCORPORATION OF URDU VERSION OF OGRA WEBSITE UNDER TENDER ENQUIRY NO. 01 OF 2017.

1. Oil and Gas Regulatory Authority (OGRA) invites sealed tender from well-reputed companies / firms who provide services for web development and designing duly registered with SECP or AOP, Income Tax and Sales Tax Departments for redesigning / redevelopment, security up-gradation, incorporation of Urdu version etc. of OGRA website (www.ogra.org.pk).

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). These documents can also be obtained from office of the undersigned on any working day.

3. The tender will be received latest by 28th February, 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.

Deputy Executive Director (Admn)
Oil and Gas Regulatory Authority (OGRA)
54-B, Fazal-e-Haq Road, Blue Area, Islamabad
Ph: **051-9244373**, Fax: **051-9244143**

www.ogra.org.pk

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Oil & Gas
Regulatory Authority
Government of Pakistan

آئل اینڈ گیس
ریگولیٹری اتھارٹی
حکومت پاکستان

ٹینڈر نوٹس

ٹینڈر برائے ری ڈیزائن/ری ڈیولپمنٹ، سیکیورٹی اپ گریڈیشن اور

ٹینڈر انکوائری نمبر 01of 2017 کے تحت اوگرا ویب سائٹ میں اردو متن شامل کرنا

1۔ آئل اینڈ گیس ریگولیٹری اتھارٹی (اوگرا) کو ری ڈیزائننگ/ری ڈیولپمنٹ، سیکیورٹی اپ
گریڈیشن اور اوگرا ویب سائٹ (www.ogra.org.pk) میں اردو متن شامل کرنے کیلئے
سیکیورٹیز اینڈ ایکسچینج پاکستان یا اے او پی (AOP)، انکم ٹیکس اور سیلز ٹیکس ڈیپارٹمنٹس میں
رجسٹرڈ ویب ڈیولپمنٹ اور ڈیزائننگ سروسز فراہم کرنے والی معروف کمپنیز/فرمز سے سربمہر
ٹینڈر مطلوب ہیں۔

2۔ مفصل معلومات، شرائط و ضوابط وغیرہ پر مشتمل ٹینڈر دستاویزات پی پی آر اے ویب سائٹ
(www.ppra.org.pk) اور اوگرا ویب سائٹ (www.ogra.org.pk) پر دستیاب
ہیں۔ یہ دستاویزات کسی بھی یوم کو زیر دستخطی کے دفتر سے بھی حاصل کی جاسکتی ہیں۔

3۔ ٹینڈر مورخہ 28 فروری، 2017، 11:00a.m بجے تک وصول کیے جائیں گے اور اسی دن
11:30a.m بجے حاضر فرمز کے نمائندگان کی موجودگی میں اوگرا کے دفتر میں کھولے
جائیں گے۔

ڈپٹی ایگزیکٹو ڈائریکٹر (ایڈمن)
آئل اینڈ گیس ریگولیٹری اتھارٹی (اوگرا)

54-B، فضل حق روڈ، بلیواریا، اسلام آباد
فون: 051-9244143   فیکس: 051-9244373

www.ogra.org.pk

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OIL AND GAS REGULATORY AUTHORITY
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T E N D E R   N O T I C E

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TENDER FOR RE-DESIGN / RE-DEVELOPMENT, SECURITY UP-GRADATION AND INCORPORATION OF URDU VERSION OF OGRA WEBSITE UNDER TENDER ENQUIRY NO. 01 OF 2017.

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Ph: 051-9244373 Fax: 051-9244143

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TENDER DOCUMENTS

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**TENDER FOR RE-DESIGN / RE-DEVELOPMENT, SECURITY
UP-GRADATION AND INCORPORATION OF URDU VERSION OF OGRA WEBSITE
UNDER TENDER ENQUIRY NO. 01 OF 2017.**

Oil and Gas Regulatory Authority (OGRA) invites sealed tenders from well-reputed companies / firms who provide services for web development and designing duly registered with SECP or AOP, Income Tax and Sales Tax Departments for redesigning / redevelopment, security up-gradation, incorporation of Urdu version etc. of OGRA website (www.ogra.org.pk).

I.   Scope of Work

To replace the existing website and redesign/ re-develop new website of OGRA in line with security up-gradation, incorporation of Urdu version, its regulatory market position and ongoing future media requirements along with transfer of contents/ data/ files from existing website to new website to its relevant location.

      The Scope of work includes:

- Design and development of proposed sitemap, layout, system architecture and infrastructure model;
- Database model; and,
- Deployment and test run of the website

II.   Objective/ Design Guidelines

OGRA's objective is to build web-portal of world class level to facilitate licensees, global, regional and local users of Pakistan, to provide quality, in-time, updated and dependable all relevant information especially information related to regulated activities of Oil and Gas Sector. Front end user interface including composition of the main and inner page, its elements including menu, button, images forms, etc. Website shall be developed in PHP or may use any latest framework or Symfony Database MySQL Server. On finalization/ approval the firm will also launch the website on OGRA's hosting ISP.

The project aim is to achieve the following design specification: -

    i.   Client side User Interface that allows users to view the website both in English & Urdu contents;

    ii.   Neat, clean, colorful and content-oriented layout

    iii.   The site should be easy to navigate. Information should be grouped and presented in a logical manner and should require no more than three levels of "drill down" for the user to find the desired information.

    iv.   Enhance the presentation of old Contents of existing website so that they sync with the new website design;

    v.   Develop an extremely user friendly information architecture of the new website;

    vi.   Compliance with W3C (World Wide Web Consortium) standards;

vii.   Standards compliant HTML code that is cross platform compatible and compatible with all browsers including new iterations;

viii.   Website can be read by a variety of media devices – computers, handheld devices, projectors, and screen readers for visually impaired users;

ix.   Website features adjustable onscreen font size, emailing articles and printing functionalities – similar to what is available at online newspapers;

x.   Website with excellent navigation, hierarchical and architecture structure of information, making an improved experience for website users and it shall be scalable and expandable;

xi.   Development of consistent visual impact and new layouts for the website;

xii.   Provide search capabilities using key words or phrasing that will identify content from throughout the site;

xiii.   Propose the use of secure protocol https and SSL certificates where necessary;

xiv.   Preventing security threats – SQL injection, XSS injection, malicious file upload etc;

xv.   Drop-down/Mouse over menus if implemented using flash/java script should have alternate text navigation available;

xvi.   Acceptable image formats are GIF, JPG, PNG with color optimization;

xvii.   All images used should have ALT text available;

xviii.   Use of CSS (Cascaded Style Sheet) bootstrap is must for all elements of the pages, including menus, headings, tables, body text, form elements, buttons, etc;

xix.   All pages should have their relevant META DATA tags;

xx.   Search Engine Optimization (SEO): Google sitemap, Meta tags, Title tags, Alt tags, Header tags, page names, URL Rewriting, Avoid technologies that would make site indexing difficult or impossible (too many AJAX, Flash, JS, IFRAME elements).

xxi.   Website optimization for Internet Explorer and Mozilla Firefox; support for leading browsers specially Microsoft Internet Explorer, Mozilla Firefox, Chrome, Opera and Apple Safari;

xxii.   Bilingual Website.

xxiii.   **Complaint Management**

- Develop a comprehensive complaint management system with in-built database for future enhancement.
- Should tag and log complaints
- A messaging system that users in-built task notifications to sends emails to employees when they have tasks that need to be accomplished
- The system extracts historical complaints, spot trends and common origins of complaints in order to ensure timely precautionary actions
- The system also reports on and analyzes the complaint resolution process, and identifies areas of improvement
- Provision of 1 to 2 logins for the person to receive the complaints and multiple logins for the persons to resolve the complaints / update complaint status.
- The complaint management system shall have the provision so that receiving person can forward the complaints to relevant dealing person.
- In-built auto refresh function to update all relevant links/ online monitoring screens/complaint management system's reports.

III.   Website Content Guidelines

The existing website www.ogra.org.pk can be used as a reference for the contents of the website but shell not be limited to it and shell include the following as well:-

1	Urdu Version	A complete Urdu version of OGRA's website having current and new contents be included along with complaint software already running on the website.
2	Ticker	News ticker slider shall be included
3	News/event scrolling window	A modern news/event scrolling window shall be included best suiting to new design of website.
4	Tenders	Tender link will include all tenders
5	OGRA Sitemaps	Sitemaps in respect of OGRA Head office and two of its regional offices i.e. Lahore & Karachi be placed on the website in a proper format and the options for its Peshawar and Quetta regional offices shall also be made to meet the future need.
6	CNG & LPG	Presently both CNG/ LPG information are in same link. However, both will now be shown a separate links.
7	Menu	A complete menu driven inter phase will be introduced which will include both current and new links
8	All existing contents / data / pdf files transfer to new website	The developing firm will provide the services of transfer / shifting of all existing contents / data / pdf files available on the website to newly developed website
9	Disclaimer and other Legal requirements	Best suite to website
10	Contact Us	Manageable through admin control panel.

IV.   General Guidelines for Website Design

- The methodology would include the use of latest tools to develop website and to make the website attractive and informative. The vendor shall follow the best practices for the development of the website.
- Third party hardware and software requirements would be clearly identified in the proposal along with all cost including license fee.
- Comprehensive project plan is critical to the success of the project. A comprehensive project plan is to be prepared by the bidder.
- A comprehensive project plan and approach (definition, implementation, timeline, team, maintenance and support plan) needs to be submitted with the proposal. The plan should clearly define roles and responsibilities of vendor and OGRA.
- The plan must clearly show the following: Activities, Duration of each activity, stages, milestones, deliverables, reports and meetings.
- On first page of website there should be option for visitor of website to select which version i.e. Urdu or English.
- The site will completely be in English and Urdu language with the provision of bilingual text and graphics on pages, wherever required.
- English version of Complaint & Feedback Softwares already running on OGRA's website should be developed in Urdu version. If necessary English version of both the softwares may also be upgraded at par with new website.
- Color of visited link(s) should be changed after reading it, so that the visitor / user may know which link(s) has already been visited.
- Tool and software used for website design and preparation should be updated when new version is launched by developer or manufacturer to make compatible with server.
- It is an end to end solution, with the development firm responsible from requirement analysis to the final upload on the pre-designated hosting service, as selected by OGRA.
- Name of physical file uploaded on website in any link, should be same as the link name.

- A separate link named as "All Downloads" should be added, through which a visitor / user may access all uploaded files having link name, file name and updation date.
- Clear typography feature should be in website and Admin Panel. Admin Panel should support to write in Urdu language.
- User friendly custom built Admin Control Panel for website updation. Admin Control Panel should have such a capability to show or pop up warning message when delete, rename or replace any file. So that to avoid any unnecessary deletion of files when working on website.
- Website development will include provision for content management system (CMS) of the website to allow web administrator to change the graphic background theme and material posted on the website when required.
- When any link is deleted from the website its corresponding physical 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 of the proposed website shall be made.
- All information on the website shall display full width layout of pages so that visitor may easily read all contents of page and shall also be able to print.
- Link Checker option shall be placed to know that each link is working properly or otherwise.
- Drag and drop page builders in Admin Control Panel.
- Side, bottom and main menu updation feature.
- Test Website Speed option on Admin Panel.
- New products added announcement feature.
- Best looking sliders with high resolution
- Customizable menu bars.
- Audit trail be generated (login wise) for any updation/deletion on the website.

V.   **Basic Technical Features**

- Modular architecture, enabling administrator to meet unique requirements of different website segments.
- Latest news/updates which would be made available separately and also in ticker from
- Tag and index search for all uploaded content
- Integration with backend databases on existing website
- Secure website design and coding based on International best practices and standards, security against known web threats e.g., SQL Injections, Cross-sit scripting, DoS attacks etc.
- Automated website updates/postings/contents through the workflow system covering multiple level approval stages
- Migrate/Convert/Store substantial amounts of existing web contents to new web site.
- Ability to easily and quickly produce detailed site traffic reports using Google analytics
- Multiple users/user groups to manage the website content (visual, design and text) through a web browser from any location, through a control panel, at anytime; as well as the ability to add new pages through pre-developed page templates
- Scalable/optimized for different screen resolutions and mobile devices
- Photos to be automatically resized
- Provide necessary software and licenses to maintain site internally or externally
- Supports Facebook, Linkedin and twitter plugins
- Ability for staff to edit, add or delete content (images and text) 24 hours a day.
- Providing all detailed analysis, design, user training documents and source code during the project life cycle to OGRA for managing thee site later.
- Vendor's Experience:
  - Must have experience in website design, development and deployment for a regulatory authority.
  - Organization much be registered in Pakistan and must have 3 years of age
  - Vendor should have a presence in Lahore, Karachi or in Islamabad

VI.   <u>Deliverables</u>

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

- Complete functionality required in Requirement Specification approved by OGRA.
- 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 Bidders in their proposals that all hardware & software is either covered by a valid license or was produced by the Bidder and that violations are considered fraud, which is, among other remedies, punishable by potential blacklisting from participation in future procurements.
- Any other requirement mentioned in this document.
- User manual having all GUI and description will be delivered at the end of work.
- Development, designing, test & use case, error coding, etc documentation of the new website.
- Website architectural documentation for network placement, hosting plan, configurations, security plan, etc. During the maintenance period, it will be web developing firm responsibility to coordinate with web hosting ISP to resolve any hosting issue(s).
- 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 minimum twice in a month during maintenance period.

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VII   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.01/2017 and marked as "TECHNICAL PROPOSAL" and "FINANCIAL PROPOSAL" respectively.

2)   The firm should be registered with SECP 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 website 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 website.

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. 28th February, 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 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 or 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 new version of website 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 3-4 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 with mutual consent of both the parties with regards to any clause of the agreement.

21) 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.

Dy. Executive Director (Admn)

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<tr><td colspan="2" align="center">**TECHNICAL PROPOSAL**</td></tr>
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**TENDER FOR RE-DESIGN / RE-DEVELOPMENT, SECURITY
UP-GRADATION AND INCORPORATION OF URDU VERSION OF OGRA WEBSITE UNDER
TENDER ENQUIRY NO. 01 OF 2017.**

Name of the Firm	
Address (Telephone, Fax & E-mail)	
Year of Establishment	
Registration with SECP 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)	
Web 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 Technical Proposal (**Yes or No**)	
24/7 Technical / Maintenance Support (please attach undertaking)	
Clientage of web 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 RE-DESIGN / RE-DEVELOPMENT, SECURITY
UP-GRADATION AND INCORPORATION OF URDU VERSION OF OGRA WEBSITE
UNDER TENDER ENQUIRY NO. 01 OF 2017.

The specification for the website (www.ogra.org.pk) redesign / re-development, security up-gradation and incorporation of Urdu version is given as below:-

Description	Time Frame	Charges
Redesign / Redevelopment	60 working days (from award of the contract)	
Urdu Version	30 working days (from award of the contract)	
Technical Support / Training	06 months (after launch of new version of website)	Free of cost
Maintenance Support	01 Year (after launch of new version of website)	Free of cost

Amount (without Taxes): _____   **GST 17% (if any): _____**

Grand Total (Including all Taxes / GST) Rs. _____

Authorized Signature & Stamp _____

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SELECTION CRITERIA

TENDER FOR RE-DESIGN / RE-DEVELOPMENT, SECURITY
UP-GRADATION AND INCORPORATION OF URDU VERSION OF OGRA WEBSITE UNDER
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The proposals will be evaluated as per the following criteria:-

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

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