Material : **BUSINESS CONTINUITY SOLUTION FOR CRITICAL APPLICATIONS**

Due Date:

Tender Enquiry No: **PROC-LH/PT/SYS-17960-B**

Bid Bond Value : RS. 1,014,000/-

Attachment(if any) :   YES

EVALUATION WILL BE CARRIED OUT ON FULL

Sr No	Description	Quantity	Make/Brand offered	Unit	Unit Price (PKR) Inclusive Of All Taxes Except GST	Unit Price (PKR) Inclusive of GST	Total Price (PKR) Inclusive of GST	Delivery Period Offered	deviation from Tender Spec. If Any
1	Business Continuity Solution / Software alongwith Licenses / Subscriptions for 03 years	1		Number					
2	Solution, Installation, Configuration & Migration Services	1		Number					
3	Training, Testing and Resident Engineer Services for 06 months	1		Number					
4	Maintenance & Support Services for 03 years after successful Implementation	1		Number					

Special Note: The prospective bidders also download the master set of Tender Document
- The prospective bidders may keep in touch with OGDCL web site for downloading the clarifications/amendments (if any) issued by OGDCL.
- DELIVERY PERIOD: AS PER ATTACHED T.O.R ON F.O.R BASE STORE, ISLAMABAD. PAYMENT TERM : AS ATTACHED T.O.R. BID VALIDITY: 120 DAYS FROM THE OPENING DATE OF TECHNICAL BID

OIL & GAS DEVELOPMENT COMPANY LIMITED
PROCUREMENT DEPARTMENT (LOCAL), ISLAMABAD
SCHEDULE OF REQUIREMENT

Mandatory Checklist

Please confirm the compliance of the following mandatory information along with the bid(s) (failing which bids(s) will not be accepted)

Documents	To be Attached with the Technical/Financial Bids	Compliance			
Original Bid Bond	Technical Bid	Yes	☐	No	☐
Copy of NTN Certificate	Technical Bid	Yes	☐	No	☐
Copy of GST Certificate	Technical Bid	Yes	☐	No	☐
Confirmation that the Firm is appearing on FBR's Active Taxpayer List	Technical Bid	Yes	☐	No	☐
Duly signed and stamped **Annexure–A (Un–priced)**	Technical Bid	Yes	☐	No	☐
Duly filled, signed and stamped **Annexure–B**	Technical Bid	Yes	☐	No	☐
Duly filled, signed and stamped **Annexure–D**	Technical Bid	Yes	☐	No	☐
Duly filled, signed and stamped **Annexure–L** on Company's Letterhead	Technical Bid	Yes	☐	No	☐
Duly signed and stamped **Annexure–M** on Company's Letterhead	Technical Bid	Yes	☐	No	☐
Duly signed and stamped **Annexure–N** on Non–Judicial Stamp Paper duly attested by Notary Public	Technical Bid	Yes	☐	No	☐
Duly filled, signed and stamped **Annexure–A (Priced)**	Financial Bid	Yes	☐	No	☐
Duly filled, signed and stamped **Annexure–C**	Financial Bid	Yes	☐	No	☐
Duly filled, signed and stamped **Annexure–E**	Financial Bid	Yes	☐	No	☐

OIL & GAS DEVELOPMENT COMPANY LIMITED
PROCUREMENT DEPARTMENT (LOCAL), ISLAMABAD
SCHEDULE OF REQUIREMENT

For the Vendors/Contractors who opt to submit Bank Draft/Call Deposit/Pay order against Bid Bond/Performance Bond, our Accounts Department has finalized an arrangement for online payment to such Vendors/Contractors, which will be processed through (IBFT & LFT) for which following information is required:

i.	IBAN No. (International Bank Account Number 24 Digits)	
ii.	Vendor Name as per Title of their Bank Account	
iii.	Contact No.of Company's CEO/ Owner (Mobile & Landline)	
iv.	Bank Name.	
v.	Bank Branch Name and Code	

Name, Sign and Stamp of the authorized official of the Bidder(s) _____

Business Continuity Solution for Critical Applications

Terms & Conditions
****

Note: Bidders are requested to read this document carefully and provide complete information required in this T&C. All information required in the Vendor Qualification & Professional Staff details must be provided. OGDCL reserves the right to reject Proposals with in-complete or partial information.

OVERVIEW

Oil and Gas Development Company Ltd (OGDCL) is Pakistan's leading National E&P sector company, having operations at remote locations and fields in all the four provinces. The detailed information about the Company can be obtained from its website www.ogdcl.com

To cope with the growing business operations, the Company intends to engage a vendor to provide a business continuity solution (HA/DR) for its key critical business applications/DBs running in its Main or Disaster Recovery Sites to overcome the challenges of downtime. To achieve this objective, the existing available infrastructure needs to be standardized on a solution which can work across all OS platforms by providing visibility, more control and simplicity.

This Business Continuity (HA/DR Solution) project will be awarded on a turnkey basis, where the selected firm will be responsible for supply, installation, configuration and deployment of the proposed solution which should be comprises on software fully compatible with the hardware installed at OGDCL's data center.

Vendors are invited to submit their proposals as per detailed requirements given in this T&C.

INTRODUCTION TO WORK

Bids are invited for Supply of software licenses, installation, configuration, & Implementation for the following Apps/DBs:

1. MAXIMO
2. Medical Management System
3. Messaging Infrastructure (Microsoft Exchange)

PROPOSALS

The firms are required to send Financial Proposal as well as Technical Proposal for this project in separate sealed envelopes.

TECHNICAL PROPOSAL

Technical Proposal should be submitted covering/considering the following details;

i. Brief about the Firm, its support facilities with years of service in Pakistan.

ii. Details about the software solution provided as per Annex I

iii. Details of services and training as per Annex II

iv. Expertise available with brief CVs of the professionals within Pakistan as per Annex III

v. Details regarding Mandatory Requirements & Technical Evaluation Criteria as per Annex- IV

vi. Details of servers which needs to be make highly available at Annex-V.

vii. Experience of working in large public sector organization.

viii. Provide the detailed mechanism of annual technical support.

ix. Schedule of Supply, installation, configuration, testing and commissioning of the proposed solution.

FINANCIAL PROPOSAL

Financial Proposals should give the costs for maintenance & support of all the items associated with the offered solutions for 03 years as detailed below.

i. Software purchase, licenses fee, installation/configuration & implementation cost including maintenance and support from principal.

ii. Training, Testing & Resident Engineer for six months after completion of the deployment.

iii. Annual Charges for continuous vendor technical support for three years.

iv. Training Costs (Hands-on Local) if any

DURATION OF PROJECT/DELIVERY PERIOD:

- The delivery of software solution should be made within 60 (Sixty) days after issuance of Purchase Order.

- Installation/Configuration, Training & Testing Services should be completed in 90 days (Ninety) after delivery of software solution.

- Three years Support Services period will start after completion/signing off of the project.

- Bidder is required to furnish fortnightly progress reports of the activities under taken in due course of time.

- The bidder shall submit detailed project plan defining activities, sub-activities etc. in the form of Gantt chart.

PAYMENT TERMS:

- The 40% of total amount (excluding three years support services) will be paid after delivery of hardware/software licenses.

- 60% payment of project cost (excluding three years support services) will be made after completion of project including Installation/Configuration, implementation, Testing & Training.

- Payment of Support Services will be made on quarterly basis, after performance of services.

PROJECT DELIVERABLES FOR HA SOLUTION:

1. Documentation for installation/configuration related to complete project. All the documentation should be comprehensive and well-structured to be submitted both soft and hard copy format. It should include but not limited to
   a. Detail Project Plan/Project Schedule
   b. Pre-requisite document for installation of the solution
   c. High Level Design Document
   d. Low Level Design Document
   e. Customized guide (Step by step installation/configuration Guide)
   f. Proposed Solution's Presentation in PDF
   g. Migration Plan of Apps on new solution
   h. User Acceptance Tests
   i. SOP's for switching from PR to DR & DR to PR
   j. BCP Document for 04 applications mentioned in T&C

IMPLEMENTATION & TRAINING:

The selected bidder will be responsible for complete implementation and deployment of the new proposed solution. The bidder will share a complete migration plan for shifting of all existing applications/DBs from standalone to high availability mode.

The Bidder will also provide hands-on training to ODGCL's nominated staff members leading to certification in any authorized trainings center of Pakistan.

TESTING OF SOLUTION:

In testing phase, the bidder is required to perform the switchover between sites (PR and DR Sites). This testing (Fire Drill) must be complete from all aspects to meet the challenges/requirement of the OGDCL.

DEPENDENCIES & RISKS:

The bidder is required to submit dependencies & risks involved in project proposal. The bidder can visit the existing data centre of OGDCL before submission of proposal.

Annex I

Solution Requirements

TECHNICAL & FUNCTIONAL REQUIREMENTS

The proposed solution should meet the following minimum requirements:

Solution/Software Requirements:

The proposed solution/software should meet the following minimum criteria:

- The proposed solution/software must have the clustering features.
- The clustering should support to manage local, campus/metro and global cluster.
- Have the capability of automatic and manual failover between sites.
- Proposed solution should be able to replicate the production data between sites.
- Support the clustering/high availability for major operating systems like Windows, Linux and all key flavors of UNIX platform.
- The proposed solution should have the capability of switchover/failover from physical to physical, physical to virtual or vice versa.
- Proposed solution/software should have pre-defined templates to deploy applications faster.
- Provide the auto tiering support for major DBs like Oracle.
- The proposed solution should be able to create clone of the existing data.
- Should have the capability of to manage thick and thin storage.
- Should continuously re-claim all unused storage.
- Should have the Centralize management of the entire environment, regardless of locations.
- Migrate storage between Linux and UNIX platform.
- Can help in server migration.
- Can replicate the data between sites.
- Should have the capability of creating Checkpoint for instant recovery.
- Have the capability of optimize storage with deduplication and compression.
- Should have the capability to standardize and maximizes storage efficiency, availability and performance across operating systems.

Messaging Infrastructure Scope

Design & Deployment

Following scope must be covered in Design & Deployment for messaging infrastructure as per OGDCL requirements.

- Design & Deployment of the messaging infrastructure Includes both high availability within the OGDCL's data centre, and OGDCL's site resilience between data centres.
- Design & Deployment must be in consideration to reduce the cost of the messaging infrastructure.
- Design & Deployment must be considered to increase availability 99.99% with DR by optimizing around failure domains and reducing complexity.
- Design & Deployment must be covered with support to multiple copies of each database, thereby allowing for quick activation.

Further, the following must be covered in design and deployment:

1. **Namespace Design & Deployment for Messaging**

    a. The design must be covering the Load Balancing Principles
    b. Must be in consideration of Geo-DNS

2. **Design & Deployment of Site Resilient Datacentre Pair with (RPO and RTO)**

    a. Transport Site resilience via Shadow Redundancy
    b. Safety Net designing per OGDCL's messaging infrastructure DAGs
    c. Design & Deployment of the AD DS & Site Topology subnets must be placed in different Active Directory sites with best practices of latency design between the OGDCL's subnets.
    d. Design and deployment of RPO

3. **Server Design**

    a. Design & Deployment must be covering the server virtualization (HCI) recommendation for following
        i. Scale-out Design & Deployment must be covered to lessen the impact of any planned or unplanned outage as well as reduce the risk of discovering other system bottlenecks.
        ii. Storage capacity Design & Deployment per OGDCL's 2,000 mailboxes is the requirement.
        iii. Design & Deployment capacity of IO of each disk is used as efficiently as possible, up to the best practices database copies are deployed per-disk.
        iv. Design & Deployment must be covering the normal run-time copy layout and ensures that there is no more than a single active database copy per disk.
        v. Design & Deployment of Solid-state storage class for following Meta Cache Database (MCDB) files.
        vi. Design & Deployment of failover: all database copies must be using the SSD for their MCDB to another DAG node with healthy MCDB resources.

4. **Database Availability Group (DAG) Design**

   a. Design & Deployment must cover and distribute the load across as many servers as possible during a failure scenario, thereby only incrementally increasing the resources and use across the remaining members within the DAG.
   b. Design & Deployment with each data centre is symmetrical, with an equal number of DAG members in each OGDCL's data centre.
   c. DAG network Design & Deployment for client connectivity and data replication.
   d. Witness server placement Design & Deployment with Primary Active Manager (PAM) per best practices as per OGDLC's IT Infrastructure
   e. Data resiliency Design & Deployment, mailbox data must be protected from software, hardware, and even data centre failures.
   f. Database copies Design & Deployment must be covered as per data resiliency best practices.
   g. Design & Deployment must be in consideration to protect against accidental (or malicious) item deletion, Single Item Recover, or In-Place Hold.

5. **Publication of Messaging Infrastructure**

   a. Design & Deployment of certificate services for OGDCL's publications of webmail, outlook anywhere, and ActiveSync
   b. Design & Deployment of reverse proxy services for messaging infrastructure with-in windows server role "web application proxy" and relevant supporting windows server roles.
   c. Designing the publication of services for webmail, outlook anywhere, and ActiveSync

6. **Security**

   a. Design & Deployment RBAC for L1, L2, and L3
   b. Mailbox policies per OGDCL's requirements (not more than five (5) business days engagement)
   c. Recommendation for endpoint protection agent installation of messaging infrastructure
   d. Design & Deployment for audit collection logs
   e. Other relevant security configurations within native messaging functionally.

User Migrations

1. Backend user & groups migration for 2,000 mailboxes
2. 50 end-user migration

Documentation

1. Vision Scope Document
2. Design document with high- and low-level architecture design

3. Deployment documents with steps by steps guide
4. Site switchover/failover guidelines and steps by step guides required
5. UAT documentation, use cases testing (SIGN-OFF) documentation must be required with all High availability-based scenario for following
      o Messaging testing with Microsoft outlook, webmail, outlook anywhere, and ActiveSync (over an internal and external network)
      o Database HA testing
      o Server HA Testing
      o Data centre testing with RPO and RTO as per approved design documents

Annex II

Support Services & Warranty

Software Licenses/Subscriptions:

All quoted software licenses/subscriptions should be valid for 03 years.

Services:

The following services shall be provided and the selected firm will be required to provide maintenance and support services for a period of 3 years, extendable to further 02 years on annual basis with mutual consent, including 24x7 on-demand support (L2 and L3) for messaging infrastructure (phone, email, and remote.)

1. **Solution Installation, Configuration and Migration Services:**
      a. Installation, configuration and customization of provided solution
      b. Performing the failover/switchover between sites.
      c. Testing and hand over to the OGDCL staff.
      d. Providing the services of Resident Engineer for six for smooth operations.

2. **Training Services regarding HA Solution:**
      a. Vendor has to provide administrator level training for 06 OGDCL IT staff for Solution installation, configuration and customization for UNIX/Linux and windows environment.
      b. The training should be conducted in OGDCL's premises.

3. **Training Services regarding Messaging Infrastructure:**

   1. One day training for service desk L1 resources
   2. Three-day training for L2 and L3 resources

Annex III

Professional Staff Details

The bidder shall provide Resumes of the following staff:

S. No	Role	Experience (Yrs.)	No.
1	Project Manager	Min 10	01
2	Solution Implementors	Min 03	02
3	Post-Sales Support	Min 03	02
4	Messaging Infrastructure Architect	Min 10	01
5	Support Engineers for Messaging Infra	Min 03	02

Annex IV

Mandatory Requirements & Technical Evaluation Criteria

Note: Bidders are advised to carefully read the Mandatory Requirements, Evaluation Criteria and provide complete information in each category in their Technical Proposal. Incomplete or partial information will not be weighed up.

Mandatory Requirements
1. SECP Registration in Pakistan
2. Registered business in Pakistan with an NTN and GST
3. Presence at Islamabad/ Rawalpindi
4. Manufacturer authorization letter

Technical Evaluation Criteria

Sr. #	Description	Allocated Score	Remarks
1	**Company profile** Years of experience in providing IT solutions in Pakistan/Abroad.	35	Firm having 5 year experience will get 30 marks. For each additional one year experience 01 mark will be given, up to maximum 0f 35 marks. Firm with less than 05 years' experience will get zero marks.
2	**Average Turnover for last 03 Years Pak Rupees in Million** Please enclose last 03 years audited financial statements	15	Firm with average turnover of Rs.50 Million will get 11 marks. For each additional 50 Million turnover, 01 mark will be given, up to maximum of 15 marks. Firm with average turnover less than Rs.50 Million will get zero marks.
3	**Professional Experience** List of DR/BC/Messaging Infrastructure services projects (at least 03) Valid documentary proofs/Certificates must be attached	25	Firm having 3 projects will get 20 marks. Firms having more than 3 projects will get prorated score, up to maximum of 25 marks. Firm having less than 03 projects will get zero marks.
4	**Project team** for project design and delivery must include as under: - 1 x Project Manager - 2 x Implementation Specialist - 2 x Support Engineer for BC/HA Solution - 1 x Messaging Infrastructure Architect - 2 x Support engineers for Messaging Infra	25	Bidder with full compliance will get 25 points. (5+5+5+5+5)
	Total Score	100	
	Qualifying Score	70	70% marks are mandatory for each above Serial No.

Financial Bid Evaluation Criteria

Only technical qualified bidders will be considered for financial evaluations. Financial bids will be evaluated on full consignment wise.

Annexure V

Below are the details of severs which needs to be make highly available.

Application /Services Name	Physical/ Virtual	OS	CPU Sockets	Cores per CPU	Total Cores
MAXIMO (PR Site)	Physical	Windows 2012 R2			04
MAXIMO (DR Site)	VM/ VMWare	Windows 2012 R2			04
Medical Management System (PR Site)	Physical	RHEL 6.4			04
Medical Management System (DR Site)	Physical	RHEL 6.4			04

Other details regarding the equipment/application/software or messaging infrastructure can be provided on written request, if required.