OIL & GAS DEVELOPMENT COMPANY LTD
SYSTEMS DEPARTMENT

Terms of Reference (TOR)
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Hiring of Managed Services for Subscription based of Board Meeting Management Solution

Note: Bidders are requested to read this document carefully and provide complete information required in this TOR. All information required in the Technical Evaluation Criteria must be provided.

1.0 OVERVIEW

Oil and Gas Development Company Ltd (OGDCL) is Pakistan's leading E&P sector company, having operations at about 50 locations and fields in all the four provinces. The Company is listed and traded on Pakistan Stock Exchange with highest market capitalization. More details about the Company can be obtained from its website. www.ogdcl.com

2.0 BACKGROUND

OGDCL is looking for state-of-the-art commercially available software-as-a-service (SaaS) application to provide a secure Board Portal for the transformation of paper-based board meetings into more efficient, effective, and secure paper less meetings.

OGDCL's board secretariat is responsible for creation and distribution of documents, compiled into a 'Board Book'. The printed book is prepared manually and consists of massive amounts of paper documents. The manual/physical preparation, distribution, and use of paper agenda books is labor-intensive. In addition, any last-minute changes are manually distributed to Board members prior to the meeting, resulting in potentially uneven distribution of information.

To improve efficiency of producing the agenda books and moving to a paperless environment, an electronic board portal solution is required.

3.0 OBJECTIVES:

3.1 Quick and Easy Access
The service allows board members to have secure, remote access to important documents, such as: Past meeting minutes, Strategic plans, Policy manuals, Audit reports. Board members are able to quickly search through past documents instead of requesting additional documents from administrative staff.

3.2 Convenience
A paperless board management service allows Directors to access information whilst on the move, online or offline. It becomes inconvenient to carry a large pack of board papers.

3.3 Documents Synchronization
The service eliminates the concern about last minute revisions to meeting materials, since updates can be made quickly and shared instantly

3.4 Enhanced Security
The service provides enhanced security as all the documents now reside at Director's portable device instead of printed papers pack, which can easily be misplaced/lost.

3.5 Streamline Administration

The service reduces meeting preparation time from hours to minutes. Instead of printing, assembling, and shipping paper copies of materials, all documents are simply uploaded. It allows administrators to organize committees, set meetings, request votes, create surveys, and share files. Meeting agendas can also be created once, and saved as templates for future use.

4.0 LICENSES DETAIL

The product's subscription license detail is given below:

S. No.	Licenses Type	Qty.
1	Directors / Executive licenses	12
2	Administrator licenses	2
	Total No. of Licenses	**14**

5.0 FUNCTIONAL SPECIFICATION FEATURES

Following is the list of required features.

Functional	YES	No
Provides Secure access to confidential materials and communications.		
Provides bookmarking capability.		
Provides different types of annotation features.		
Notes can be made either private or shared.		
Provides a separate space for non-board book materials such as a board resource center.		
Ability to work online.		
Ability to work offline when connectivity is lost with the ability to synchronize the information once connectivity to the network is established		
Provides the ability to easily send out alerts about new materials.		
Ability to provide notifications on the events and updates		
Ability to manage tasks by providing to-do list and due dates and assignments based on group of members		
Provides single sign-on features to facilitate users having members of multiple committees.		
Provides real-time updates to published material.		

Administration	YES	No
Enables the admins to coordinate and schedule board meetings with board members		
Administrators must be able to upload materials to share with Board members, to specific committees, groups, and / or selected individuals.		
Administrators can set user access and privileges; set rules for document retention and destruction; and customize portal functionality.		

Document Management	YES	No
Provides stakeholders with document management features to create, organize, assemble, and upload board meeting books and related documents		
Provides selective sharing of documents to prepare meeting materials		

Collaboration	YES	No
Provides members to collaborate during meetings with collaborations tools as virtual meetings, voting, informal straw polls, etc.		
Provides the capability for members to make private online notes as they review meeting pack and access their notes at any time.		

Accessibility	YES	No
The solution should be accessible on laptops/mobile/portable devices.		
The solution should be compatible with multiple browsers.		
The solution should allow Admins to restrict access to books by individual users or groups and only letting board members read the final versions		

Calendar Management	YES	No
Enables members to share and view calendars to easily see their meeting schedule, RSVP for board and committee meetings		
Calendar can synchronize with various calendar applications such as Microsoft Outlook and Google Calendar.		

Electronic Signature	YES	No
Provides members with approval features-using e-signature		
The capability to use electronic or digital signatures on documents such as confidential certified agendas.		

Security	YES	No
Data must be encrypted at all times (at data center, in transit, user device).		
Provide multi factor authentication		
Provides the ability to remove data from a device remotely by an administrator.		
Provides logging capabilities and access to activity logs as and when required.		

Polls / Voting	YES	No
Provides Survey tools for polling board members.		

Minutes Management	YES	No
Provides functionality to generate meeting minutes.		
Send meeting minutes via email/board portal app.		

Members Directory	YES	No
Provides the members directory feature.		

Training/ Support Services	YES	No
Provides 24/7 Industry Leading Support		
Provide a single point of contact and escalation procedures for service requests and issues.		
Provides a customized Training of administrators and individual training of Board members as requested.		

Backup Policies	YES	No
Solution must have auto backup features.		

6.0 MANDATORY REQUIREMENTS

1. Bidder must be Original Service Provider of the Software application or authorized reseller/managed partner/agent.
2. Original solution provider to conduct installation, configuration and maintenance of the solution.
3. Bids without authorization letter will not be entertained.
4. Managed Service Partner must have local office(s) preferably in Islamabad.

5. Proposed solution / application must have been in use by at least 05 (five) organizations of comparable business scope and size.
6. The proposed data center should be in either USA/Canada, Europe, Australia or South East Asia.
7. OGDCL should have the option to select the Data residency location.

7.0 DELIVERABLES

7.1 Security Features Details.

1. Bidder should share the details of identity controls in place to separate OGDCL's data from other client's data so that unauthorized user cannot accidentally access it.
2. Bidder should provide the penetration testing and vulnerability scans schedule.
3. Bidder should provide the security assessment conducted by the third party in past twelve (12) months.
4. Bidder should provide the audit report against the appropriate physical security controls in place where OGDCL data will be hosted.
5. Bidder should provide Disaster Recovery Plan that align with the businesses Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements.
6. Bidder should provide breach disclosure policy.

7.2 Implementation Plan

The bidder will share complete implementation/configuration timeline.

7.3 User Manuals & System Documentation (both hard & soft copies)

The bidder will share detailed user manuals for end users and administrators describing the system usage with screen shots.

7.4 Training Plan

Bidder will also provide:

1. Online Trainings to the Board Members about the working of the software.
2. Administrative training to the administrative staff for compiling and updating of board books.

8.0 PROPOSALS

Proposals are invited through open competitive bidding process on single stage single envelope procedure of technical and for " *Hiring of Subscription based Services for Board Meeting Management*"

8.1 Proposal Format and Evaluation Criteria

The format for submission of technical proposal is attached as <u>Annexure–I</u> and format for financial proposal is attached as Annexure-II. The bidders are required to submit proposals in specified formats. The proposal not following the prescribed formats will be rejected and the firm will be declared technically non-responsive.

The bidder shall deliver two copies of each proposal, which shall be physically separated, bound, sealed and labeled as: *"Technical Proposal for Board Meeting Management".*

The bidder shall also deliver the soft copy of the technical proposal on Compact Disk (CD) / DVD.

8.2 Evaluation Criteria

The criteria for technical evaluation of bids is given at <u>Annexure –III</u>.

9.0 PAYMENT TERMS

Sr. No	Item	Payment
1	Hosting, Implementation and Security Fee	100% after the completion of Task
2	Training Fee	100% after the completion of Task
3	License subscription cost for the period of three Years i) Director / Executive licenses ii) Administrator licenses	Quarterly at the end of each quarter against verified invoice

10.0 CONTRACT DURATION

The contract will be for the period of three years.

TECHNICAL PROPOSAL

Technical Proposal will be the basis for evaluating a bid. Bidders are therefore advised to provide complete information (required below) in their Technical Proposal.

a) **Company Profile with;**
   i. Brief about the Company, clearly mentioning Company's Establishment Date and years of providing the specific services.
   ii. Expertise available with CVs of the professionals.

b) **Description of Proposed Solution**
   i. List of all the features of the Proposed Solution
   ii. Compliance Sheet as mentioned at 5.0 of TOR "Functional Specifications"
   iii. Operation and support plan
   iv. Proposed Solution Commercial Launch Date and the version's history.

c) **Details of Clients**
   Provide the contact information and names of at least 05 corporate clients that bidder has supplied same Services/Subscription with Start Date and the no of licenses in use.

d) **Backup Plans**
   i. Backup Plan of the Solution (Online/Offline)
   ii. Provision of backup copies to client.

e) **Security/Auditing Plans**
   i. Details of Data Center Security Plans
   ii. Details of Data Center Auditing Certifications.

f) **Training Plan**
   Complete Training Details should be provided which includes
   i. Training Methodology for both administrative Users and Board Members,
   ii. Online availability of Training and tutorials.

g) **Services Support Details**
   The bidder should provide details of technical Support plan and procedures which includes
   i. Company's procedure/methodology to provide ongoing support and maintenance services
   ii. Resource allocation for support and maintenance.
   iii. Structure of technical support department/section.
   iv. Availability of Technical support team.
   v. Details of support issues logging and handling.

vi. Online provision of complaint status.

vii. Software upgrade support services.

h) International Certifications

The bidder will provide data center auditing compliance certification.

i) Compliance Statement

The bidder will submit compliance statement that all requirements mentioned in this TOR will be fulfilled (any requirement that cannot be fulfilled must be mentioned specifically).

j) Additional Requirements

The bidder will clearly define any third party software or hardware requirements or any other dependencies along with the license fee cost etc.

FINANCIAL PROPOSAL

Sr. No	Item	(A) Qty	(B) Unit Price (USD)	A*B = (C) Total Price (USD)
1	Hosting, Implementation and Security Fee (One Time Lump sum)	1		
2	Training Fee (One Time Lump sum)	1		
3	License subscription cost for the period of three Years • Director / Executive licenses	12		
4	License subscription cost for the period of three Years • Administrator licenses	2		
	Total of (1+2+3+4)			

- *The above Prices should be inclusive of all applicable taxes, duties, levies (except provincial sales tax / ICT/GST tax).*
- *Payments will be made in equivalent Pak Rupees of quoted USD price.*

TECHNICAL EVALUATION CRITERIA

NOTE: Bidders are advised to carefully read evaluation criteria and <u>provide complete information in each category</u>. In-complete or partial information will not be weighted.

Description	Criteria and Nos.	Qualifying Score	Maximum Score
Company Experience _Number of years' experience._	Less-than 03 years	0	15
	03 to 05 years	10	
	One (1) number for each additional year up to maximum of 15		
Product Maturity Level Commercial Launch Date and Product versions History	Less-than 05 Years	0	20
	5 Years	15	
	Above 05 years (one (1) number for each year up to maximum of 20		
Detail of Services Implementation of proposed services for clients of comparable business scope	5 clients	15	20
	One (1) number for each additional client up to maximum of 20		
Proposed Solution Compliance to product features as mentioned at 5.0	Less-than 75%	5	20
	75% to 85%	15	
	Above 85%	20	
OEM Certifications • ISO 27001 • SSAE 16 • ISAE 3402 • ISO 14001 any other relevant	Five Marks for each certification	10	10
Support Office	Pakistan	10	15
	Islamabad	15	
Grand Total			100
Qualifying score:		Over all 75%	