



TENDER ENQUIRY # PROC-SERVICES/CB/SYS-5162/2021

**HIRING OF SERVICES FOR HOSTING OF OGDCL OFFICIAL
WEBISTE**

TERMS OF REFERENCE (TOR)

HIRING OF SERVICES FOR HOSTING OF OGDCL OFFICIAL WEBSITE

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1. OVERVIEW

OGDCL under a forward-looking management foresees the organization as not only the leading E&P Company of the country, but also a company known for its people, partnerships, and performance in the country. The company continued with its strategies of accelerating oil and gas exploration, adding to its reserves, early development of newly discovered fields and strengthening of its oil and gas production base in order to enhance indigenous production of the country and create value for its shareholders. The company has its operations in all the four provinces. Detailed information can be obtained from its website www.ogdcl.com.

2. OBJECTIVES

OGDCL website is a primary online source of information for its internal and external stakeholders. In order to provide seamless and secured access on 24/7 basis, the website is required to be hosted in a secured and reliable environment.

Company is seeking a service provider for the provision of Virtual Private Servers for Web Hosting along with managed services.

Firms having extensive experience of website hosting with relevant technical expertise are invited to send proposals as per requirements described in this TOR.

3. BACKGROUND

OGDCL website is currently deployed using following technologies on two dedicated web servers (Primary & backup)

- Website CMS version - Drupal 7.82
- PHP version - 7.1.32
- My SQL version - MySQL 5+
- Apache Version - Apache 2.4.41
- Server OS – Centos OS

The website is stable and is serving the purpose (www.ogdcl.com).

4. SCOPE OF WORK

The Company intends to hire the service provider for hosting of its website having following three domain names.

- a. www.ogdcl.com
- b. www.ogdcl.pk
- c. www.ogdcl.com.pk

Following services/servers will be required

S. No.	Items	Nos.
1	Two Virtual Dedicated Webservers (primary & Backup) with dedicated RAM and storage having minimally following Specifications RAM 16 GB No of Core 04 Processor Speed 2.53 Ghz or higher Storage 350 GB Operating System linux Database My SQL Development Tool Drupal	1
2	Test Server having following Specifications RAM 04 GB No of Core 02 Processor Speed 2.53 Ghz or higher Storage 100 GB Operating System linux Database My SQL Development Tool Drupal	1
3	10 Years Domain Renewal ogdcl.com (April-2022 till April 2032)	1
4	Annual renewal of Wild Card DV SSL Class-3 Certificate	1
5	Complete Website Setup and maintenance	1

- i. 100 Mbps outbound Bandwidth
- ii. Unlimited Data Volume per Month
- iii. 01 Dedicated Live IP
- iv. Dedicated Manager Level Support
- v. Managed Services including but not limited to
 - a. Web Server Management
 - b. Monitoring of logs for utilization, abnormal trends, security breaches, audit, critical services etc.
 - c. Industry Leading DDoS Protection up to Layer 7
 - d. Security Management and support
 - e. Keep servers/OS/anti-virus up to date.
- vi. Provision of Security Features including
 - a. Security Firewall Management

- b. Spam/Virus Protection & Control
 - c. Daily Malware Scan and protection.
 - d. OS Hardening
 - e. IPS (Dos/DDos protection)
 - f. Webserver security
 - g. Stateful Packet Inspection
 - h. Content security
 - i. Database protection
 - j. Next-Generation Firewall Protection
 - k. Layer 7 Intrusion Prevention (Non-SSL)
 - l. Protection against Port scanning, IP Spoofing, SQL Injection, Session hijacking, URL Manipulation, Site Scripting etc.
 - m. Edge Protection, IP Geo-Fencing, Virtual/External Patching
 - n. Health checks to monitor nodes of different regions for website.
- vii. Provision of Web based network monitoring and management tools.
 - viii. Provision of monthly third part reports on website uptime monitoring for various locations word wide.
 - ix. 99.9% uptime and Hardware Guarantee
 - x. Seamless Auto Fail over with in few seconds.
 - xi. Daily at least 03 incremental and one complete backup

5. CONTRACT PERIOD

Contract period will be for three years starting from Dec 1st, 2021 to Nov 30th, 2024 or from date of contract award. Contract will be extendable for the period of one year with mutual consent.

6. MANDATORY REQUIREMENTS

Prospective service provider

- i. Must have at least 05(five) years of website hosting and management experience.
- ii. Must have support office in Islamabad.
- iii. Must have hosted at least 05 websites of comparable business scope and size.
- iv. Must have minimum of 100 million Pak Rupees turnover per year for last three years.
- v. Must have data center in two different cities.

7. PAYMENT SCHEDULE

Payment will be made in PKR quarterly at the end of each quarter against verified invoices.

8. PROPOSALS

Proposals are invited through open competitive bidding process on Single stage – two-envelope procedure of technical and financial proposals in a sealed envelope marked **"Hiring of services for hosting and management of website"**

8.1 PROPOSAL FORMAT AND EVALUATION CRITERIA

The Technical proposal format should be as per section 8.2 of this TOR, whereas financial proposal format should be as per section 8.3 of this TOR. The bidders are required to submit proposals in specified formats. The bidder must have to submit the softcopy of the technical proposal on CD/DVD along with hardcopies.

The bidder shall deliver one original and one copy of proposal, which shall be physically separated, bound, sealed and labeled as:

Technical Proposal for

- Technical Proposal for **"Hiring of services for hosting and management of website"**
- Financial Proposal for **"Hiring of services for hosting and management of website"**

8.2 TECHNICAL PROPOSAL FORMAT

i. Bidders must organize their proposal into sections as per following format. Proposal shall be bound, and must include tabbed dividers separating each section and labeled as follows:

Tab 1	Company Profile	Section 8.2.1
Tab 2	Company Financials	Section 8.2.2
Tab 3	Relevant Experience	Section 8.2.3
Tab 4	Proposed Hosting Plan	Section 8.2.4
Tab 5	Proposed Project Manager	Section 8.2.5
Tab 6	Proposed Support Plan	Section 8.2.6
Tab 4	Compliance Statement	Section 8.2.7
Tab 8	Additional Requirements	Section 8.2.8

8.2.1 Company Profile

Bidder has to provide the company profile as tabulated below.

Registered Name of Company		
Registered Address	Location City	
	Telephone	
	Facsimile	
	Email	
	Branch Offices	
Name of the Contact Person		
Contact's Designation		
Company Registration Date		
Years of Experience in Website Hosting services.		
No of Institutions/organizations for whom hosting services are being provided by the bidder.		
Total no of permanent employees bidder has at its payroll.		

8.2.2 Company Financials

Bidder has to provide annual audited Financial Statements for last three years along with FORM-I.

8.2.3 Relevant Experience

- i. Total Number of websites Hosted by the bidder.
- ii. Detail Information of Bidder's clients.

8.2.4 Proposed Hosting Plan

The bidder should provide details of hosting, backup and disaster recovery plan and procedures addressing the requirements mentioned at section 4 of this TOR.

8.2.5 Proposed Project Manager

Detail CV of the manager assigned for Managed Services

8.2.6 Proposed Support Plan

The bidder should provide details of technical Support plan and procedures addressing the requirements mentioned at section 4 of this TOR. Bidder must share the following information

- i. Company's procedure/methodology to provide ongoing support and maintenance services
- ii. Resource allocation for support and maintenance.
- iii. Availability of Technical support team.
- iv. Details of support issues logging and handling.
- v. Online provision of complaint status.

8.2.7 Compliance Statement

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

8.2.8 Additional Requirements

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

8.3 Financial Proposal Format

Sr. No	Item	Qty	Unit Price (Pak rupees)	Total Price inclusive of (all taxes) except PST/ICT (Pak rupees)
1	10 Years Domain Renewal ogdcl.com (April-2022 till April 2032)	1		
2	Three years support & services cost	1		
3	Three years Wild Card DV SSL Class-3 Certificate (Renewal on yearly basis)	1		
	Total of (1+2=3) exclusive of PST/ICT			

The above Prices should be inclusive of all applicable taxes, duties, levies (except provincial sales tax / ICT/GST tax).

8.4 Evaluation Criteria

The bids will be evaluated as per following criteria. The financial proposal of technically non-responsive bidders will be returned unopened.

Description	Criteria and Nos.	Allocated Score	Maximum Score
Company Profile <i>Number of years</i>	Between 05 years to 10 years	20	25
	Above 10 years (one 1 number will be assigned on prorated bases up to maximum of 25)	25	
Client Reference (Attach Webhosting References Please)	Between 05 to 07 Clients	20	25
	Above 07 web hosting clients (One 1 number against each additional client up to maximum of 25)	25	
Support Offices	Islamabad Office=14	14	20
	Two 2 number for each additional office upto maximum of 20	20	
Certifications (ISO 27000, Tier 3, any other relevant)	05 Marks against each certification upto maximum of 10	5	10
Financial Status (Enclose last three years audited financial statements. Minimum 100 million)	Between 100 million PKR / year to 150 million PKR/year	15	20
	Above 150 million PKR/year	20	
Grand Total			100
Qualifying score			70%

9. FORM-I COMPANY FINANCIALS

Year	Annual Turn Around
2020	
2019	
2018	
Average	

OTHER IMPORTANT INFORMATION

BIDDING METHOD:

Bids against this tender are invited on ‘**single stage Two envelop**”

AMOUNT OF BID BOND:

Bid Bond /Bid Security amounting to **PKR 210,000/-** is to be attached / provided with the technical bid. Please see Master Set of Tender Document for further details.

MANDATORY REQUIREMENT

For online payment to vendors/contractors through (IBFT & LFT). Following info is required from your company: -

1. IBAN (INTERNATIONAL BANK ACCOUNT NUMBER 24 DIGITS).
2. VENDOR NAME AS PER TITLE OF THEIR BANK ACCOUNT.
3. NTN NO.
4. CONTACT # OF COMPANY CEO/OWNER (MOBILE & LANDLINE).
5. POSTAL ADDRESS.
6. BANK NAME.
7. BANK BRANCH NAME & ADDRESS.

The master set of tender documents (services) uploaded on OGDCL’s website (www.ogdcl.com) is the integral part of this TOR.

Bidders are requested to read TOR & Master Set to Tender Documents (Services) and provide complete information / documents including tender annexures with the bid.