

OIL & GAS DEVELOPMENT COMPANY LIMITED



TENDER ENQUIRY NO. PROC-SERVICES/CB/SYSTEM-4977/2021

HIRING OF SERVICES FOR MAINTENANCE & DEVELOPMENT OF OGDCL WEBSITE

TERMS OF REFERENCE (TOR)

**HIRING OF SERVICES FOR MAINTENANCE &
DEVELOPMENT OF OGDCL WEBSITE**



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Table of Contents

1. OVERVIEW	3
2. OBJECTIVES	3
3. BACKGROUND	3
4. SCOPE OF WORK	3
5. MANDATORY REQUIREMENTS	4
6. PAYMENT SCHEDULE	5
7. PROPOSALS	5
7.1 PROPOSAL FORMAT AND EVALUATION CRITERIA	5
7.2 TECHNICAL PROPOSAL FORMAT	5
7.2.1 Company Profile	6
7.2.2 Company Financials	7
7.2.3 Relevant Experience	7
7.2.4 Proposed Project Team	7
7.2.5 Proposed Support Plan	7
7.2.6 Change Request Form	7
7.2.7 Compliance Statement	8
7.2.8 Additional Requirements	8
7.3 Financial Proposal Format	8
7.4 Evaluation Criteria	9
8. FORM-I COMPANY FINANCIALS	10
9. FORM-II PREVIOUS SIMILAR PROJECTS/IMPLEMENTATIONS	10
10. FORM-III RESOURCE ALLOCATION	11


Sajida Akhtar
Dy. Chief Engineer (Systems)
Extn: 2791

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. The official website has been revamped in Nov 2018. Company is now seeking a service provider for ongoing website design and maintenance services. Currently the site is maintained in Drupal 7.6 and hosted on Linux infrastructure.

Software Development firms having extensive experience of website maintenance with relevant technical expertise are invited to send proposals as per requirements described in this TOR.

3. BACKGROUND

OGDCL website has been developed using following technologies:

- Website CMS version - Drupal 7.67
- Website CMS theme - Customized theme designed for OGDCL
- 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 maintenance & development OGDCL current website in both languages (English & Urdu)
The main tasks include but not limited to:


Sajida Akhtar
Dy. Chief Engineer (Systems)
Extn: 2791

- i. Content update, text, images and other major/minor website changes.
- ii. Update of content management system including plugins and themes.
- iii. Removal of malware, spam and malicious code from website.
- iv. Update of website design structure if needed.
- v. Design and update layouts as needed.
- vi. Image/graphic editing, database changes, bug fixing.
- vii. Any changes made in the website should work seamlessly with the existing code/plugins.
- viii. Repair of website in case of any damage occurred due to hacking or any other virus/malware attack.
- ix. Operating System, database and security updates.
- x. Search Engine Optimization (SEO).
- xi. Providing recommendations for improving website.
- xii. Perform thorough code structure audit and plugin review to determine options and strategy for migrating website to the latest stable version of Drupal.
- xiii. Perform site monitoring and monitor alerts;
- xiv. Provide 24/7 support for emergencies (regular support is only expected during normal working hours)
- xv. Ensure website remains accessible in all viewport sizes, loads quickly, and works well with all browsers.
- xvi. Update, edit and create various graphics when required for the website. Pages are updated seasonally and/or as needed.
- xvii. Maintain the integrity of the site against spam, hackers, viruses and electronic attacks via firewalls, security software and passwords.
- xviii. Submit quarterly reports on how the site is being used and its effectiveness. Measurements would include traffic sources, top keywords, top pages and referrals, and other topics deemed necessary. Other measurable components could include unique visitors, number of visits, page views, impressions and click through rate.

5. MANDATORY REQUIREMENTS

Prospective service provider

- i. Must have at least 03 (three) years of website development and maintenance experience.
- ii. Must have support office in Islamabad.
- iii. Must have developed and deployed websites in at least three (03) organizations of comparable business scope and size. (Provide


Sajida Akhtar
 Dy. Chief Engineer (Systems)
 Extn: 2791

- project completion certificates along with references from the organizations)
- iv. Must have minimum of 100 million Pak Rupees turnover per year (provide audited financial statements for the last three years)

Three years SLA for support and maintenance is required extended for further period of 01 year with mutual consent on same terms and conditions.

6. PAYMENT SCHEDULE

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

7. 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 "Proc-Services/CB/System-4977/21-Hiring of services for maintenance & development of website"

7.1 PROPOSAL FORMAT AND EVALUATION CRITERIA


The Technical proposal format should be as per section 7.2 of this TOR, whereas financial proposal format should be as per section 7.3 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 "Proc-Services/CB/System-4977/21-Hiring of services for maintenance & development of website".
- Financial Proposal for "Proc-Services/CB/System-4977/21-Hiring of services for maintenance & development of website".

7.2 TECHNICAL PROPOSAL FORMAT

- i. Authorized Signed and stamped hard copy on A4 white paper
- ii. An electronic copy shall also be provided in Microsoft Word. This copy may be provided in a CDROM attached with the proposal.
- iii. Attachments and supplements may be provided in alternate formats such as Microsoft Excel, Microsoft PowerPoint, Microsoft project and Adobe Acrobat (.pdf).


Sajida Akhtar
Dy Chief Engineer (Systems)
Extn: 2791


- iv. Proposals should be to the point. Excessive length is strongly discouraged.
- v. Supplemental materials may be provided in attached appendices.
- vi. 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 7.2.1
Tab 2	Company Financials	Section 7.2.2
Tab 3	Relevant Experience	Section 7.2.3
Tab 4	Proposed Project Team	Section 7.2.4
Tab 5	Proposed Support Plan	Section 7.2.5
Tab 6	Change Request Form	Section 7.2.6
Tab 7	Compliance Statement	Section 7.2.7
Tab 8	Additional Requirements	Section 7.2.8

7.2.1 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 development and maintenance.		
No of Institutions/organizations in which proposed services are being rendered.		
Total no of permanent employees bidder has at its payroll.		


Sajida Akhtar
 Dy. Chief Engineer (Systems)
 Extn: 2791

7.2.2 Company Financials

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

7.2.3 Relevant Experience

- i. Total Number of websites developed/maintained by the bidder.
- ii. Detail Information of Bidder's clients as per FORM-II
- iii. Bidder's references will be evaluated after cross verification

7.2.4 Proposed Project Team

- i. List of all the employees who have worked on website support and maintenance services
- ii. Details of proposed resources allocated for services as per FORM-III.
- iii. Bidder shall designate a certified Project Manager as a single point of contact responsible for the management and coordination of all aspects of the work.

7.2.5 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. 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.

7.2.6 Change Request Form

The bidder should provide a Change Request Form and quote price for charging additional scope of work (if needed by OGDCL) as per format included in financial bid format. This should include method for determining extent of work e.g. man-days with rates for charging additional scope of work. This will be needed if OGDCL requires any major change or addition, which is not covered in the current TOR. Separate approval from competent authority will be obtained for additional work.


Sajida Akhtar
Dy. Chief Engineer (Systems)
Extn: 2791

7.2.7 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).

7.2.8 Additional Requirements

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

7.3 Financial Proposal Format

Sr. No	Item	(A) Qty	(B) Unit Price (PKR)	A*B = (C) Total Price (PKR)
1	Quarterly Support & Maintenance Services	12		
Total				

Change Request Form

Additional Scope Detail	Man-Hours (1)	Rate (2)	Total (1+2)
1.			
2.			
3.			
Total			

Financial Proposal

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

Change Request form is not a part of financial evaluation. Ref clause 7.2.6


Sajida Akhtar
Dy. Chief Engineer (Systems)
Extn. 2791

7.4 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.	Maximum Score
Company Profile <i>Number of years</i>	3 ~10 years =15	20
	1 number for each additional year Maximum = 20	
Client Reference References for the website developed and maintained by the bidder.	3 Deployments = 15	20
	1 number for each further deployment Maximum = 20	
Project Team <i>Attach CVs of allocated resources for website maintenance (Graphic Designer & Drupal Developer)</i>	2 ~3 Members =15	20
	1 number for each additional Member Maximum = 20	
Support Offices	Islamabad Office=10	15
	2 Number for each additional Office Maximum = 15	
ISO Certifications	Yes/No	5
Financial Status <i>Annual Turnover for last three Years</i>	100 Million = 15	20
	2 Number on each 10 million above 100 Million Maximum =20	
Grand Total		100
Qualifying score		70%


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 Extn: 2791

8. FORM-I COMPANY FINANCIALS

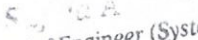
Year	Annual Turn Around
2020	
2019	
2018	
Average	

9. FORM-II PREVIOUS SIMILAR PROJECTS/IMPLEMENTATIONS

To be filled against each Project Implementation

Client Name & Project Title	
Project Start & End Date	
Contact Detail of Client's Representative (Name, Address, Phone No, Email)	
Project Cost	
Current Status of the Project	
Active Support/Maintenance Contract(s) in Nos.	
Project Description: Brief Project Scope of Work	


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Extn: 2791

10. FORM-III RESOURCE ALLOCATION

Sr. No.	Name	Title-	Qualification	Certifications	Experience		Major Projects Clearly Defining the role
					Total	With Company	


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OTHER IMPORTANT INFORMATION

BIDDING METHOD:

Bids against this tender are invited on 'Single Stage Two, Enevelop'

AMOUNT OF BID BOND:

Bid Bond /Bid Security amounting to PKR:100,000/= is to be attached / provided with the Technical bid. Please see Master Set of Tender Document for further details.

BID PRICE:

- i. Bid price shall be inclusive of all taxes, duties, levies, charges etc., except Provincial Sales Tax (PST)/ Islamabad Capital Territory Sales Tax (ICT) in Pakistan.
- ii. The prices quoted by the successful bidder (contractor) for required services shall remain firm and final throughout contract period. The price charged by the successful bidder (contractor) for required services shall not vary from the prices quoted by the service company.

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 WITH INCOME TAX CERTIFICATE
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.

Following is the link for Master Set of Tender Documents for Services:

file:///C:/Users/OGDCL/AppData/Local/Temp/Tender%20Document%20Services
%20Press%20for%20Webloading-
Discount%20clause%20added%20dated%2011-08-2020.pdf