

OIL AND GAS REGULATORY AUTHORITY

HIRING OF FIBER OPTIC INTERNET SERVICES, WEB & E-MAIL HOSTING WITH DEDICATED CLOUD WEB SERVER TO OGRA HEAD OFFICE BUILDING UNDER TENDER ENQUIRY NO. 04 OF 2024.

TENDER NOTICE

1. The Oil and Gas Regulatory Authority (OGRA) hereby invites sealed bids for hiring of Fiber Optic Internet Services, Web and E-mail hosting with dedicated High Availability Cloud Web Server Hosting at OGRA Head Office at Plot No. 37 & 39, Mauve Area, Service Road South, Sector G-10/4, Islamabad, initially for a period of one year (extendable subject to mutual consent), under Tender Enquiry No. 04 of 2024, from well-reputed Internet firms, having five (05) years minimum relevant experience registered with Sales Tax & Income Tax Department, stationed at Islamabad/Rawalpindi.
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). The documents can also be obtained from office of the undersigned on any working day (Monday to Friday) (9:00 am to 5:00 pm)
3. The bids shall be received latest by 11:00 a.m on March 5, 2024 and opened at 11:30 a.m on the same date in OGRA's office by the Bid Opening Committee. In case, the last date of bids submission falls in the official day (s) / holiday(s), the date for submission of the bids shall be the next working day.

Joint Executive Director (Admin)

Oil and Gas Regulatory Authority

Plot No. 37 & 39, Mauve Area, Service Road South, Sector G-10/4, Islamabad

Ph: 051-9108881

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TENDER DOCUMENTS

HIRING OF FIBER OPTIC INTERNET SERVICES, WEB & E-MAIL HOSTING WITH DEDICATED CLOUD WEB SERVER TO OGRA HEAD OFFICE BUILDING UNDER TENDER ENQUIRY NO. 04 OF 2024

The Oil and Gas Regulatory Authority (OGRA) hereby invites tenders, for hiring of Fiber Optic Internet Services, Web and E-mail hosting with dedicated High Availability Cloud Web Server Hosting as per **Annex-I, II & III**, for its Head Office, located at Plot No. 37 & 39, Mauve Area, Service Road South, Sector G-10/4, Islamabad.

TORs for Fiber Optic Internet Connectivity, Business Email Accounts and Website Hosting on Dedicated Cloud Web Server with Domain Registration

Sr.No.	Description	Qty	Features
1.	Fiber Optic Internet Connection, complete installation & configuration at OGRA's site in G-10/4, Islamabad, each connection includes ONT with UPS and Wifi router. (the firm is required to mention extra charges per month for additional usage of data volume)	Fiber Optic Internet Connection 05 with minimum 03 static IPs (on per month charges basis) (1) 70 Mbps – unlimited – dedicated (CIR) – mainlink (2) 50 Mbps – unlimited – shared - backup link/load balancing (3) 30 Mbps - 1024GB volume per month – dedicated (CIR) for conference room (4) 30 Mbps - 1024GB volume per month – dedicated (CIR) for Authority floor (5) 20 Mbps – unlimited – shared for Auditorium Hall	<ul style="list-style-type: none">Dealing with all concerning authorities for the installation/acquiring of fiber optic connections.This will include all services required for installation of software and hardwareNo extra charges will be paid for the installation of fiber optic connections other than quoted rate. <p><u>Note: -</u> There is available infrastructure for five (05) fiber optic connections in OGRA's building. Participating firm is requested to give discount (if any) to OGRA by making assessment of existing hardware/infrastructure and its reusability and <u>quote one final price for all five (05) fiber optic connections inclusive of all taxes, service charges, hardware, software, infrastructure, etc.</u></p>
2.	Domain Registration (www.ogra.org.pk) yearly subscription charges	01	<ul style="list-style-type: none">Payment will be made on yearly basis.It also includes dealing with PKNIC, etc.
3.	Official Business Email Account Hosting (Licensed Version) including Anti-spam and virus filtration (200 email boxes of 4GB each, UC SAN SSL certificate, per annum charges.	Business email licenses required: 200 email boxes. Storage space: 4 GB @ each Account. Approx. total 800 GB email hosting space. a. Licensed Version Business Email accounts for (ogra.org.pk) <ul style="list-style-type: none">Business email licenses required: 200Storage: 4 GB/AccountUnlimited Traffic/Volume per month	<ul style="list-style-type: none">Email box shall be supported web-based interface, mobile based interface, and configurable on outlook/ Ms Outlook.ISP support/service 24x7x365

		<ul style="list-style-type: none"> • SSL Certificate license version for emails • Anti-Spamming Solution for 200 email accounts • Incoming Anti-Spam Solution (Adaptive Scanning Engine required) • Global threat intelligence • Reputation filtering • Spam protection • Forged email detection • Secure Email Phishing Defense • Virus defense Malware Defense and Threat Grid • URL-related protection and control • Complete Email migration from existing servers to newly deployed setup without any downtime <p>b. Management and Support for Email Solution:</p> <ul style="list-style-type: none"> • 24/7 Support via calls, email and ticketing system • Server Security Management and support • Server and OS level Management • Critical Service logs check and audit • Emails troubleshoot and support. <p>Need business email accounts licensed based version not by free add-on of any web panel like (CPANEL/Plesk or MDAemon).</p>	
4.	Web hosting space support of PHP (Larawell frame work / support of old/ latest version and MySQL database.	<p><u>Dedicated High Availability Cloud Web Server Hosting for OGRA Official website</u> https://ogra.org.pk/</p> <p>a. Technical Plan (Active Cloud Server):</p> <ul style="list-style-type: none"> • Core: 4 • RAM: 16 GB • Storage: 500 GB storage • 1 Dedicated live/public IP • OS: CentOS/Ubuntu • Data Volume per Month: Unlimited (without any fair use policy). • Cpanel for website management <ul style="list-style-type: none"> • Bandwidth: Minimum 10 Mbps inbound with 100 Mbps outbound • 24/7 Support – Managed Server Support – Managed Server Support. • Security Management and support • Web Server Management • Web Server Support • OS Hardening • Checking of Audit logs for Security Breach etc. • Critical Service logs check and audit • Application troubleshooting within the scope defined at the time of contract • Detailed Online Web Statistics, DOS/DDOS protection. • SSL certificates for domain and all subdomains • Server should have Inline DDOS Protection Capability 	<ul style="list-style-type: none"> • ISP will be responsible for backup of website at-least twice a month/ fortnightly, the backup of the website will be conducted on the storage other than mentioned for hosting space of website, the backup storage space will be provided by the hosting as per requirement/ consumption. • ISP will also be responsible for the immediate restoration of OGRA website in case of any attack/ problem. • ISP support/ service 24x7x365 <p><u>Additional standard features</u></p> <ul style="list-style-type: none"> • Support of dynamic website alongwith domain registration (yearly fee) • Hosting support of ASP, MS Accesses and MySQL, SQL data base, also support of VB. Net, ASP. Net, PHP` (latest & old version), ODBC connectivity and Windows/Linux/Unix hosting platforms; • Unlimited data access per month; • Antivirus support; • Firewall Support; • Web usage statistics log; • High speed access links;

		<ul style="list-style-type: none"> • 30 Seconds Response time against any Attack • DNS hosting for website • Domain Renewal (ogra.org.pk) • Website and data base migration without downtime. <p>b. Advance Security Solution:</p> <ul style="list-style-type: none"> • Industry Leading DDoS Protection • Next Generation Firewall Protection • Layer 7 Intrusion Prevention(Non SSL) • Security Firewall Management • Stateful Packet Inspection • 24/7 Real time threat protection engines. • Protection Against Port Scanning • Edge Protection & IP Geo-Fencing • Signature Based and Signature less Malware Protection • Device Control • Application Control • Host Based IPS (Full Features) • Virtual Patching (Full Features) • Web/URL Reputation Engine <p>XDR for Active Server:</p> <ul style="list-style-type: none"> • Correlated detection models • Workbench and alert triage • Attack visualization • Search/Threat Hunting • Built-in threat intelligence • MITRE ATT&CK™ mapping • Integrated response actions • Capability to integrate Email and Network Sensors <p>c. Management and Support for Cloud Web servers:</p> <ul style="list-style-type: none"> • 24/7 Support via calls, email and ticketing system • Server Security Management and support • Web server and OS level Management • Web Server OS Hardening • Checking of Audit logs for Security Breach etc. • Critical Service logs check and audit 	<ul style="list-style-type: none"> • All type of configurations alongwith shifting of complete OGRA's website www.ogra.org.pk including its online modules on the website. • Website and data base migration without downtime. • All other standard features of web hosting.
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Note: Participating ISP firm shall provide all above services/ installations/ infrastructure from its own Servers/company for trouble-free/high-speed fiber optic internet connections, email service, website hosting and its online modules access. No third-party firm shall be involved to provide any of these services, installations, infrastructure, etc. The firm shall provide to OGRA all standard features/services/warranty as per policy.

Technical Conditions:

- i. Bidder must have its **own multiple data centers and own fiber deployed** in Pakistan in different cities, no third-party Pakistani data center (or having Colocation data center) reseller/partnership/JV is allowed.
- ii. Bidder must have its **own deployed cloud**; no third-party Pakistani/international cloud provider/reseller/JV/ partnership or collaboration is allowed. Bidder need to attach documentary valid proof.

- iii. Bidder Systems and Network security department must have ISO certified with certificate proof. (Provide certificate)
- iv. The Bids not complying with the requirements at i. ii. & iii. above shall be declared as Non-Responsive and their financial proposals shall be returned un-opened.
- v. Bidder must have ISO certification for management system for web hosting, email hosting, DNS Hosting, infrastructure provisioning for cloud and virtual private server, firewall protection and DDOS protection. (Provide certificate)
- vi. For Management and support bidder must have its own Network operation center (NOC). Complete structural document along with local support 24/7 document required.
- vii. Bidder must have its own all services to provide internet services along with own fiber optic internet, dedicated own cloud web hosting for OGRA official website and having own deployed business email solution, getting services from different vendors or reseller/partnership/JV is not allowed.
- viii. During the service contract period, OGRA retains the right to add or remove services like fiber optic internet connection, email accounts, or web hosting based on evolving needs. The successful bidder must comply with such modifications promptly, with adjustments made at prevailing rates from the Internet Service Provider. OGRA will communicate changes in writing, detailing the nature and scope, and expects swift implementation. This clause ensures flexibility for OGRA to align services with its operational requirements, subject to the overall terms and conditions of the service contract agreement.
- ix. OGRA explicitly states that any partial solution, where a bidder offers only a subset of the required services, will not be accepted. Bids that do not meet the full scope of services will be rejected.
- x. OGRA is seeking a comprehensive solution from a bidder who possesses and directly manages all the specified services without relying on third-party vendors, resellers, or partnerships. This approach aims to ensure accountability and control over the entirety of the services being provided.

General Terms and Conditions:

- 1). The bidder should submit a single package containing two separate sealed envelopes. One envelope should contain the Pre-Qualification Proposal and the other envelope should contain the Financial Proposal, both showing the Tender Enquiry No. 04 of 2024 and marked as "PRE-QUALIFICATION PROPOSAL" and "FINANCIAL PROPOSAL".
- 2). The firm should be registered with Income Tax & Sales Tax Departments (Registration Number should be clearly mentioned and valid documentary evidence be attached).
- 3). The firm should have a minimum of five (05) years experience of similar assignment and should have a proper setup/office at Islamabad/Rawalpindi.

- 4). The bidder shall be required to deposit bid security equal to 3% of total bid value along with financial proposal in shape of **Call Deposit** in favour of OGRA payable at Islamabad. Cash/Cheque will not be accepted.
- 5). An original and latest undertaking/affidavit on judicial paper that the firm is not blacklisted by any Government, Semi Government, Autonomous or any State Owned Organization.
- 6). The Bid Opening Committee of OGRA shall open the Pre-qualification proposals (**Annex-I**) at 11:30 a.m on March 5, 2024 in the presence of the bidders or their authorized representatives, who may like to be present. The technical proposals shall be evaluated as per criteria given at **Annex-III**. Bids not complying with the requirements at 1 to 5 above shall be declared as Non-Responsive and their financial proposals shall be returned un-opened
- 7). Sealed tenders are required to be delivered to the office of the undersigned by on or before March 5, 2024 till 11:00 a.m.
- 8). The Bid Opening Committee shall open the financial proposals (**Annex-II**) of the bidders whose Pre-Qualification proposals are accepted, on a date and time to be communicated to them in advance, in the presence of the bidders or their authorized representatives, who may like to be present.
- 9). The successful bidder is required to provide the agreed-upon services in accordance with the terms and conditions outlined in the service contract. Failure to meet performance standards, including service disruptions or subpar quality, may result in financial penalties, service credits, or termination of the agreement and persistent non-compliance may result in the exclusion of the selected bidder from participating in future OGRA tenders.
- 10). OGRA may also impose financial penalties for each day of non-compliance or subpar performance. The selected bidder may be required to provide service double credits equivalent to the duration of service disruption or poor performance.
- 11). Only one authorized representative per bidder shall be allowed to attend the opening of bids.
- 12). The contract shall be awarded to bidder whose evaluated bid will be determined as most advantageous bid being substantially responsive and more relevant to the bidding documents/requirements.
- 13). The bid validity period shall be (03) months, starting from the last date for receipt of bids.
- 14). The successful bidder shall be required to deposit a “performance bond” equivalent to 5% of the total bid value of the contract one year, through **Call Deposit** in favour of OGRA payable at Islamabad. If the bidder fails to deposit performance bond within one week of the receipt of the letter award, the same shall be treated as cancelled and the earnest money shall be forfeited.
- 15). 3% earnest money of the un-successful bidders shall be released within 30 days. However, 5% performance bond shall be released within 30 days after successful completion of one-year contract period.
- 16). The successful bidder shall be required to enter into a formal Contract Agreement; to be executed with mutual consent of both the parties. The contract shall be awarded initially for a period of one year which shall be extendable on same terms & conditions with mutual consent of both the parties.

- 17). The proposals should not have any over-writing or cutting. The Bid opening committee of OGRA reserves the right not to consider the proposal having aforementioned deficiencies.
- 18). Payment of the bills shall be subject to the deduction of mandatory government taxes/levies.
- 19). At the time of agreement, the firm shall provide Fiber Optic Internet Services as per terms and conditions, to be settled later-on in the shape of contract agreement, for OGRA Head Office building Sector G-10/4, Islamabad, failing which the performance bond shall be forfeited by the Authority.
- 20). In case the additional Internet connections are required at OGRA head office, the firms shall provide the services on same terms and conditions.
- 21). Interested firms may visit the offices of OGRA at any time during working hours.
- 22). The bidders should examine carefully the terms & conditions of the tender. Once the tender is submitted, it will be assumed that no further clarification is required.
- 23). Bids prepared carefully in accordance with the instructions in the bidding documents & the bidder should quote final rates both in words as well as figures.
- 24). The quoted rates should be in PKR (Pakistani Rupees) inclusive of all taxes including GST, duties, carriage, handling etc. Moreover, quoted rates must be clearly legible, duly signed by authorized signatories.
- 25). The company will be responsible for deputing qualified personnel for installation, configuration and testing of the said project.
- 26). The equipment/hardware supplied by the supplier shall be brand new and complete with all respects. The devices/equipment delivered by the vendor must be compatible to the existing network connectivity. Moreover, the technical staff of the vendor/company shall be involved in installation and configuration of same equipment provided.
- 27). The successful bidding firm shall ensure a smooth transition of services to OGRA without causing any disruption. The firm is responsible for implementing necessary measures to facilitate the seamless transfer of services. Any changes in the provision of services must be executed in a manner that does not adversely affect OGRA's ongoing operations.
- 28). During the service contract period, OGRA retains the right to add or remove services like fiber optic internet connection, email accounts, or web hosting based on evolving needs. The successful bidder must comply with such modifications promptly, with adjustments made at prevailing rates from the Internet Service Provider. OGRA will communicate changes in writing, detailing the nature and scope, and expects swift implementation. This clause ensures flexibility for OGRA to align services with its operational requirements, subject to the overall terms and conditions of the service contract agreement.
- 29). The services provided by the vendor/successful firm must support all kinds of error-free network traffic (24/7) including Voice, Data and Video Streaming, etc.
- 30). The maximum period allowed for installation of complete Internet Services are set to be 15 days from the award of the contract to the Vendor.

- 31). No bidder shall be allowed to alter or modify his bid after the bids have been opened. However, the procuring agency may seek and accept clarifications to the bid that do not change the substance of the bid.
- 32). OGRA reserves the right to cancel/reject any or all bids or proposals at any time prior to the acceptance of a bid of proposal as per PPRA Rules, 2004.

(Nasrullah Khan)
Joint Executive Director (Admn)

OIL AND GAS REGULATORY AUTHORITY

Plot No. 37 & 39, Mauve Area, Service Road South, Sector G-10/4, Islamabad
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Pre-Qualification Proposal

HIRING OF FIBER OPTIC INTERNET SERVICES & WEB & E-MIAL HOSTING WITH DEDICATED CLOUD WEB SERVER TO OGRA HEAD OFFICE BUILDING UNDER TENDER ENQUIRY NO. 04 OF 2024

Name of the Firm	
Address (Telephone, Landline, Cell, Fax & E-mail)	
Year of Establishment (Attach documentary evidence)	
Sales Tax & Income Tax Registration No. (Attach documentary evidence)	
Income Tax No. (Annual Turnover supported by Income Tax Return)	
Whether an original and latest undertaking/affidavit on Judicial paper that the firm has not been blacklisted by any Government, Semi Government, Autonomous or any State Owned Organization is enclosed.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Whether Pay Order as Earnest Money @ 3% of the total value of bid is enclosed with financial proposal.	Yes <input type="checkbox"/> No <input type="checkbox"/>
Clientage (Attach as separate Annexure, if necessary)	
Experience related to similar assignments	
Managerial Capability a). Total No. of Permanent Staff including Technical Staff: (Attach as separate Annexure, if necessary)	a) _____ b) _____
Assignment in Hand (Presently)	
Equipment's	
ISO Certificate	
Banker's Name & Contact Details	
Contact Person Date: _____	_____ Name & Designation _____ Authorized Signature & Stamp

OIL AND GAS REGULATORY AUTHORITY

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Ph: 051-9108881

FINANCIAL PROPOSAL

HIRING OF FIBER OPTIC INTERNET SERVICES & WEB & E-MAIL HOSTING WITH DEDICATED CLOUD WEB SERVER TO OGRA HEAD OFFICE BUILDING UNDER TENDER ENQUIRY NO. 04 OF 2024

1. Fiber Optic connection (Qty 05 Nos) one time installation charges including (ONT, UPS, Fiber, Cabling, Installation, configuration, etc.):-

Rs. _____ Rupees _____

2. Fiber Optic connection (Qty 05 Nos) Per month charges:-

Rs. _____ Rupees _____

3. Domain Registration charges (for one year):-

Rs. _____ Rupees _____

4. Licensed Version Business official E-mail Account (200 email boxes of 4GB each) per annum charges:-

Rs. _____ Rupees _____

5. Dedicated High Availability Cloud Web Server Hosting, along-with managed services with backup/ restoration support, year charges: -

Rs. _____ Rupees _____

Total (Sr. No. 1 to 5).

Rs. _____ Rupees: _____

GST Rs. _____ Rupees: _____

Any other Tax Rs. _____ Ruppes: _____

Grand total (including all taxes): Rs. _____ Rupees: _____

Authorized Signature with Stamp

Name: _____

Date: _____

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HIRING OF FIBER OPTIC INTERNET SERVICES & WEB & E-MIAL HOSTING WITH DEDICATED CLOUD WEB SERVER TO OGRA HEAD OFFICE BUILDING UNDER TENDER ENQUIRY NO. 04 OF 2024

Assessment Criteria:

The bids shall be evaluated as per the following criteria;

Grading:-	Marks
Experience related to similar assignments	40
Clientage and assignments in hand	20
Managerial Capability (Regular Manpower including Technical Staff)	20
Equipment's	10
ISO Certification	10
Total marks	100

Note: Minimum score required to pass for Pre-qualification is 70%.