



National Rural Support Programme

Head Office: 7th Floor, UBL-Building, Jinnah Avenue, Islamabad. Ph: 2822319

PSU: IRM Complex, 7, Sunrise Avenue, Park Road, Chak Shahzad, Near COMSATS University, Islamabad. Ph: 8746170-3

Date: Aug 02, 2024

Tender No. NRSP-Renewal of Licenses for Network devices & SLA/RQ-1789

Tender documents for the Renewal of License for Network Devices and Service Level Agreement for National Rural Support Programme (NRSP)

NEWSPAPER ADVERTISEMENT

NRSP National Rural Support Programme	TENDER NOTICE		
<p>National Rural Support Programme (NRSP) invites sealed Proposals for the renewal of licenses and Service Level Agreement (SLA) for network devices from the authorized partners having valid NTN and GST. The details of network devices are given below :-</p>			
S.No	Description	Qty	Remarks
1	Cisco Routers ISR 4331-AX/K9 smart licenses	4	Need 1 year renewal of Licenses, Principal Support for parts & services and SLA for Annual Support and Maintenance of Network Core
2	Cisco TOR Switches Nexus 31108TCVsmart licenses	4	
3	FortiGate-601E 1 Year Unified Threat Protection (UTP) (IPS, Advanced Malware Protection, Application Control, Web & Video Filtering, Antispam Service, and 24x7 Forti Care)	4	
4	Cisco 2960 Layer Two Switches	2	Need only SLA for Annual Network Support and Maintenance
5	Cisco SG 350 Switches 24 Port	3	
<p>Details and terms & conditions are available in the tender documents that can be downloaded free of cost from NRSP web site https://nrsp.org.pk/tenders/. Last date for submission of sealed proposals is Aug 16, 2024 till 3:00pm to the address given below. NRSP reserve the right to accept or reject any/all proposals without any reason thereof or funding constrains.</p>			
<p>NRSP Procurement Section, IRM Complex, #7, Sunrise Avenue, Park Road, Near Comsats University, Islamabad. Email: procurement@nrsp.org.pk</p>			

Published on Aug 02, 2024 in Daily The Nawa-e-Waqat (Lahore/Karachi Editions), Daily The News (Rwp-Isd Edition).

Details		
1.	Date of availability of tender documents(RFP) on NRSP website	Aug 02, 2024
2.	Last date and time for sending queries/question or clarifications by suppliers	Aug 07, 2024
3.	Last date and time for reply of queries/question or clarifications by NRSP	Aug 08, 2024
4.	Last date, time and address for receipt of Tender Documents/Proposals (in hard copies)	Aug 16, 2024 by 3:00 p.m.(PST) National Rural Support Programme, IRM Complex, #7, Sunrise Avenue, Park Road, Near COMSATS University, Islamabad Tel:+92(51) 8746170-173
5.	Date and Time of Opening of Technical Proposals	Aug 16, 2024 by 3:30 p.m.(PST)
6.	Place of opening	National Rural Support Programme, #7 Sunrise avenue, Near COMSATS University, Park Road, Chak Shahzad, Islamabad, Tel:+92(51) 8746170-173
7.	Address for communication and correspondence	National Rural Support Programme, #7 Sunrise avenue, Near COMSATS University, Park Road, Chak Shahzad, Islamabad, Tel:+92(51) 8746170-173
8.	Contact for Suppliers	Interested Suppliers are requested to send their queries on the following email: procurement@nrsp.org.pk . The email query should clearly mentioned the following details, so that in case of any clarification, the same maybe issued to them: <ul style="list-style-type: none"> Name of Company, Contact person, Mailing address, Telephone No. Email address, Mobile No. etc

Note: Technical Proposals will be opened in presence of the supplier representative who choose to attend the event.

1. Introduction

Established in 1991, NRSP is the largest Rural Support Programme in the country in terms of outreach, staff and development activities. It is a not for profit organization registered under Section 42 of Companies Ordinance 1984.

NRSP's mandate is to alleviate poverty by harnessing people's potential and undertake development activities in Pakistan. It has a presence in 56 Districts in all the four Provinces including Azad Jammu and Kashmir through Regional Offices and Field Offices. NRSP is currently working with more than half a million poor households organized into a network of more than 115,076 Community Organizations. With sustained incremental growth, it is emerging as Pakistan's leading engine for poverty reduction and rural development.

2. Background

National Rural Support Programme (NRSP) is largest provider of Microfinance services in Pakistan. Since NRSP has deployed its IT system across NRSP branch network so there is need to renew the licenses of its existing network devices for better updated security and performance. The details of renewals of licenses required for the network devices are given in section 3.

3. Procurement details/Scope of Work.

The project scope spans around NRSP data center located at Japan Road, Sihala, Islamabad and DR site is hosted at Multinet, Lahore. The selected supplier will provide the renewal of licenses for the network devices and Service Level Agreement (SLA) for one year. The selected supplier is expected to use the international 'best practices' in delivering the services with in time, cost and quality. Maintenance and support services will have to be provided by same supplier during contract period.

The successful supplier will be responsible for renewal of licenses for network devices and SLA which include routers, switches and firewalls for next one year. Renewal of same licenses after one year would be on mutual consent and would on sole discretion of NRSP.

Below is the complete list of network devices for which licenses renewal (Subscription, Principle support for hardware and software) and local supplier support is required both at PR and DR site.

a) CISCO 4300 series Routers (4 each) Serial Numbers

- FDO2504M2S1
- FDO2504M2S3
- FDO2504M2S0
- FDO2504M2RY

b) CISCO NEXUS 3K Switches (4 each) Serial Numbers

- FOC244541LY
- FOC24440DRF
- FOC244541L7
- FOC244541JD

c) Fortigate 601E Network Firewall (4 each) Serial Numbers

- FG6H1ETB20906100
- FG6H1ETB20905957
- FG6H1ETB20906354
- FG6H1ETB20906058

Below is the complete list of network devices for which only required SLA for Annual Network Support and Maintenance.

- d) **Cisco 2960 Layer Two Switches (2 each)**
- e) **Cisco SG 350 24-Port Switches (3 each)**

Below is the complete technical specifications/scope of work for the required Network Hardware Services.

- a) For the execution of the network maintenance & support (SLA) the bidder shall undertake for provisioning all hardware parts, patches, material, accessories, and support backed by OEM, etc. which shall be necessary for the complete functioning of hardware/equipment.
- b) Bidder shall ensure 9x5 NBD On-Site & 24/7 Online remote Network maintenance & support (SLA) with (Manufacturer-backed for support period of 01 Year) including onsite Hardware replacement, Configuration, etc. on the successful execution of SLA.
- c) Bidder must provide 9x5 NBD On-Site & 24/7 support for issue identification and rectification of the mentioned network equipment as and when required.
- d) Bidder shall provide the backup of the faulty equipment with same /higher/ compatible configurations and settings until the replacement of the good part.
- e) Bidder shall be responsible to perform network Gap analysis, submit report and perform required changes during initially in 1st quarter of the SLA.
- f) To preform preventative, corrective measure and submit report for all network devices on Quarterly basis.
- g) Bidder's engineer weekly visit to understand, discuss and perform task as per NRSP IT requirements.
- h) Build, update and submit LLD and HLD for better understanding of complete network and systems.
- i) Network support during new deployments or any addition to existing network configurations to get standard business continuity.
- j) Troubleshoot /Fix issues identified by the SIEM SOC Team, Audit team or as per NRSP IT requirements.
- k) Ensures network devices are configured to achieve high availability at all network levels with zero down time.
- l) Fix and Reporting errors and connectivity or performance problems between systems with traffic traversing the firewall, including performance issues detected at the application level to resolve in a timely manner.
- m) Security best practices implementation as per NRSP IT requirements.
- n) Devices configuration backups and submit to NRSP IT.
- o) Engage with NRSP IT team during new / existing ISPs configurations.

Below mentioned Timelines for Network support services will be applicable.

S#	Key Point Indicators	Value
1	Response time	30 min
2	On Site Rectifications (<i>within</i>)	2 Hrs.
3	Parts Replacement	NBD
4	NOC Remote Team availability	24x7x365
5	Configurations	3 Hrs

NRSP data center is located at Japan Road, Sihala, Islamabad and DR site is hosted at Multinet, Lahore.

4. Requirements

Renewal of licenses for network devices and SLA as mentioned in section 3.

5. Eligibility of the Supplier

Following is the eligibility criteria to participate in this tender. (Refer to Form E1)

- 5.1 Must be registered with SECP/ Registrar of Firms in Pakistan and working for the last 10 years in Pakistan in the field of IT (Certificate of Incorporation to be attached from SECP/Registrar of Firms).
- 5.2 Supplier must have 3 years' experience in sales and SLA services with network devices of Cisco and Fortigate. (Proof to be attached in the shape of purchase orders/SLA contracts)
- 5.3 Supplier must be currently authorized partner of Cisco and Fortigate. The supplier must provide Certificate of authorized partnership and Manufacturer Authorization Letter (MAL) with reference to this tender to participate in this tender.
- 5.4 Supplier must have successfully provided renewal of licenses of Cisco and Fortigate to at least five clients in Pakistan (attach valid proofs in the shape of completion certificate with complete contact details, PO will not be taken as proof).
- 5.5 Supplier must have at least two certified professionals from Cisco and two from Fortigate to provide support during the renewal/SLA period. (Complete CVs with updated certification certificates from CISCO and Fortigate)
- 5.6 Undertaking of blacklisting as per Form E1.1

6. Submission of Proposals

Proposals will be accepted and evaluated using Single Stage – Two Envelop Procedure, at first stage only Technical proposals shall be submitted. The financial proposals will be called from eligible suppliers at later stage. Outer envelope of technical and financial proposal shall be marked as:-

Technical Proposal - Tender No. NRSP-Renewal of Licenses for Network devices & SLA/RQ-1789

&

Financial Proposal – Tender No. NRSP-Renewal of Licenses for Network devices & SLA/RQ-1789

The cover letter should also specify the validity date of each offer with point of contact (name, email & contact number) for this tender from supplier side.

6.1 The **technical proposal** shall provide/contain the following information/documents:

- a. Technical Proposal Submission Form (Form T1)
- b. Mandatory Eligibility Criteria (Form E1) with supporting documents.
- c. Company Profile. (Form T2)
- d. Specific experience for similar assignments (Form T3).
- e. General experience (Form T4).
- f. Qualification and Competence of the proposed team for support for this assignment (Form T5)
- g. Any other document which could be helpful in the technical evaluation.

The technical proposal shall not include any financial information.

- 6.2 The **financial proposal (which need to be submitted at later stage)** shall contain the following information:
- Financial Proposal Submission Form (Form F1)
 - Cost of renewal of licenses and support for each year inclusive of all applicable taxes and should be mentioned clearly. (Form F2)
 - Cost of SLA for one year
 - Bid Security **@2%** of the total deliverable in the shape of Call deposit/Pay Order/Demand Draft/cashier cheque in the name of NRSP.
 - Validity of the financial proposal.
 - Other terms and conditions (if any).
- 6.3 Suppliers must offer all the licenses renewal & SLA as given in section 3. **Incomplete or partial tenders will be rejected.**
- 6.4 If the proposal is not submitted in the prescribed formats or any of the item in the as mentioned above, the proposal may be rejected. All the required documents must be attached/provided.
- 6.5 Once the proposal is submitted in sealed cover by the supplier, NRSP will not accept any addition / alterations / deletions of the proposal. However, NRSP reserves the right to seek clarification or call for supporting documents from any of the suppliers, for which the concerned supplier will need to submit the documentary evidence(s) as required by NRSP.
- 6.6 Any Proposal, submitted with incorrect information will be liable for rejection. Further, if any supplier is found to have submitted incorrect information at any time, he may be debarred from participation in the future tendering processes.
- 6.7 The Supplier should take care in submitting the proposals and ensure that enclosed papers are not found loose and should be **properly numbered** and submitted in a file in proper manner so that the papers do not bulge out and tear during scrutiny.
- 6.8 **Last Date of Submission is Aug 16, 2024 till 3:00 pm local time.**
- 6.9 The proposals must be submitted in original hard copy not later than **Aug, 16, 2024 till 3:00pm** local time to the point of contact given below. Electronic proposals will not be entertained. Any proposals delivered after due date and time will be considered as non-responsive and disqualified from further consideration.
- 6.10 The proposals should be marked/addressed as:
- (Proposal for renewal of licenses for network devices of NRSP)**
Tender No. NRSP-Renewal of Licenses for Network devices & SLA/RQ-1789
Procurement Committee
National Rural Support Programme
IRM Complex, #7, Sunrise Avenue,
Park Road, Near COMSATS University,
Islamabad. Ph:+92-51-8746170-173.
- 6.11 The offer should remain valid for a period of **60 days** from the closing/submission date. Any offer falling short of the validity period is liable for rejection. If a supplier extend proposal validity period then will also extend the security period.

- 6.12 The supplier may withdraw its offer after its submission, provided that written notice of withdrawal is received by NRSP prior to the closing date and time prescribed for submission of proposals. No offer can be withdrawn by the supplier subsequent to the closing date and time for submission of proposals.

7 Evaluation Criteria

Final evaluation of the proposal will be lowest financial offer fulfilling the eligibility criteria. NRSP will scrutinize the proposals to determine whether it is complete, whether errors have been made in the offer, whether required technical documentation has been furnished and whether the documents have been properly signed. Offers with incorrect information or not supported by documentary evidence, wherever called for, would be summarily rejected. However, NRSP, at its sole discretion, may waive any minor non-conformity or any minor irregularity in an offer. NRSP reserves the right for such waivers and this shall be binding on all suppliers.

For proper scrutiny, evaluation and comparison of offers, NRSP, at its discretion, ask some or all suppliers for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

8 Selection Process

A selection committee from NRSP will evaluate the technical proposals which are eligible as per clause 5. Financial Proposals will be called from only those suppliers who would fulfil the eligibility criteria. Financial proposals will also be opened in the presence of suppliers for which the date will be announced after checking the eligibility criteria. Supplier offering the lowest financial offer will be selected for the award of the contract. This process should normally take about 15 to 20 days.

9 Deliverables

Renewal of licenses & SLA for network devices as per details given section 3.

10 Terms of Proposal

10.1 Bid Security

All suppliers shall furnish Bid Security Deposit equivalent to **2% of the total Cost of Deliverables** in the form of Call deposit/Pay Order/Demand Draft/cashier cheque in favor of NRSP. Cheque will not be accepted in any case. After selection of successful supplier, NRSP will return/release the bid security to the unsuccessful suppliers.

11 Fees and payment Schedule

- 11.1 Supplier must quote the price including all taxes.
- 11.2 Payment will be made after the complete and satisfactory renewal of licenses for network devices. SLA payment will be made quarterly after each quarter.
- 11.3 Payment will be made in Pak Rupees if the prices offered in Pak Rupees and in case of prices offered in USD, payment will be made in Pak Rupees on the date of payment on interbank conversion rate of USD and PKR.
- 11.4 Taxes will be deducted from all the invoices as per prescribed law of Govt. of Pakistan. If supplier has any of the tax exemption, the details must be attached with the invoice. Tax challans will be provided within 3-4 weeks of the payment.

12 Paying Authority

The payments as per the Payment Schedule covered hereinabove shall be paid by NRSP. However, Payment of the Bills would be payable on receipt of advice/confirmation for satisfactory delivery / installation / configuration from Network Administrator and Programme Manager IT.

Following Documents are to be submitted for Payment:

- a. GST Invoice
- b. Acknowledged of licenses renewal and SLA by NRSP authorized staff.

13 Warranty & Maintenance

Not applicable.

14 Penalty for Downtime

Not applicable

15 Currency

All prices shall be expressed in Pakistani Rupees.

16 Cost of Process

The supplier shall bear all the costs associated with the preparation and submission of proposals & samples (if any) and NRSP will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

17 Tender Document

The supplier is expected to examine all instructions, forms, Terms and Conditions and specifications in the Tender Document. Submission of a proposal not responsive to the Tender Document in every respect will be at the supplier's risk and may result in the rejection of its proposal without any further reference to the supplier.

18 Deadline for Submission of proposals

Proposals must be received by NRSP at the address specified in the Tender Document not later than the specified date and time as specified in the Tender Document. In the event of the specified date of submission of bids being declared a holiday for NRSP, the proposals will be received up to the appointed time on next working day.

NRSP may, at its discretion, extend this deadline for submission of proposals by amending the Tender documents.

19 Confidentiality Statement

All data and information received from NRSP for the purpose of this assignment is to be treated confidentially and is to be used ONLY in connection with the execution of these documents. All intellectual property rights arising from the execution of these documents are assigned to NRSP. The contents of written materials obtained and used in this assignment may not be disclosed to any third parties without the expressed advance written authorization of NRSP.

NRSP may then disclose the draft, final report and/or any related information to any person and for any purpose they may deem appropriate.

20 General Terms & Conditions

- 20.1 NRSP does not bind itself to accept the lowest or any proposal and reserves the right to reject any or all proposals at any point of time prior to the issuance of purchase order/contract without assigning any reasons whatsoever.
- 20.2 The NRSP reserves the right to resort to re-tendering without providing any reason whatsoever. The NRSP shall not incur any liability on account of such rejection.
- 20.3 The NRSP reserves the right to modify any terms, conditions or specifications for submission of offer and to obtain revised proposals from the suppliers due to such changes, if any.
- 20.4 Canvassing of any kind will be a disqualification and the NRSP may decide to cancel the supplier from its empanelment.
- 20.5 Supplier code of conduct is attached for required compliance as Annex A.

21 Rejection of the Proposal

The proposal is liable to be **rejected** if:

- a. The document doesn't bear signature of authorized person.
- b. It is received through email or whatsapp
- c. If the proposal is submitted without or less or not in required type the bid security deposit.
- d. If the technical bid is submitted without mandatory documents.
- e. If the proposal is received after expiry of the due date and time stipulated for proposal submission.
- f. Incomplete proposals, partial proposals including non-submission or non-furnishing of requisite documents / Conditional proposals / proposals not conforming to the terms and conditions stipulated in this tender document are liable for rejection by the NRSP.

22 Modifications and Withdrawal of Proposals

Proposals once submitted will be treated, as final and no further correspondence will be entertained on this.

- a. No proposal will be modified after the deadline for submission of proposals.
- b. No supplier shall be allowed to withdraw the proposal, once the first technical proposal is opened.
- c. No supplier shall be allowed to withdraw the proposal, if the supplier happens to be a successful supplier.

23 Proposal Opening and Evaluation

- a. NRSP will open the proposals, in the presence of supplier's representative(s) who choose/authorized to attend, at the time and date mentioned in Tender document at the address mentioned at bidding details.
- b. The supplier's representatives who are present shall sign the sheet evidencing their attendance. In the event of the specified date of proposal opening being declared a holiday for Purchaser, the proposals shall be opened at the appointed time and place on next working days.

- c. Suppliers fulfilling the eligibility criteria 100% as determined by NRSP and accepting the Terms and Conditions of this document shall be short-listed.
- d. Decision of NRSP in this regard shall be final and binding on the suppliers.
- e. The contract will be awarded only to the successful responsive supplier.
- f. NRSP reserves the right to negotiate with Second, third supplier etc. if successful supplier is not able to supply the deliverables and his bid security will be forfeited.

24 Clarifications of Proposals

To assist in the examination, evaluation and comparison of proposals NRSP may, at its discretion, ask the supplier for clarification. The response shall be in writing and no change in the substance or price of the proposal shall be sought, offered or permitted.

25 NRSP's Right to Accept or Reject Any proposal Or All proposals

NRSP reserves the right to accept or reject any proposal and annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected supplier or suppliers or any obligation to inform the affected supplier or suppliers of the ground for NRSP's action.

26 Governing Laws and Disputes

All disputes or differences whatsoever arising between the parties out of or in relation to the meaning and operation or effect of these Tender Documents or breach thereof shall be settled amicably. If however the parties are not able to solve them amicably, the same shall be settled by arbitration in accordance with the applicable Pakistani Laws, and the award made in pursuance thereof shall be binding on the parties. The Arbitrator/Arbitrators shall give a reasoned award.

27 Placement of Order and Acceptance

The supplier shall give acceptance of the order placed within 7 days from the date of order, failing which, NRSP shall have right to cancel the order.

28 Authorized Signatory

The supplier should indicate the authorized officials from their organization who can discuss, correspond, sign agreements / contracts, raise invoice and accept payments and also to correspond. The suppliers should furnish proof of signature of the authorized personnel for above purposes *as* required by the NRSP.

29 Appeals

Suppliers believing that they have been harmed by an error or irregularity during the award process may file a complaint to NRSP at complaints@nrsp.org.pk.

STANDARD FORMS

Form E1

(To be submitted on firm/company letter head)

MANDATORY ELIGIBILITY CRITERIA		Yes	No
1	Must be registered with SECP/ Registrar of Firms in Pakistan and working for the last 10 years in Pakistan in the field of IT (Certificate of Incorporation to be attached from SECP/Registrar of Firms).	<input type="checkbox"/>	<input type="checkbox"/>
2	Supplier must have 3 years' experience in sales and SLA services with network devices of Cisco and Fortigate. (Proof to be attached in the shape of purchase orders/SLA contracts)	<input type="checkbox"/>	<input type="checkbox"/>
3	Supplier must be currently authorized partner of Cisco and Fortigate. The supplier must provide Certificate of authorized partnership and Manufacturer Authorization Letter (MAL) with reference to this tender to participate in this tender.	<input type="checkbox"/>	<input type="checkbox"/>
4	Supplier must have successfully provided renewal of licenses of Cisco and Fortigate to at least five clients in Pakistan (attach valid proofs in the shape of completion certificate with complete contact details, PO will not be taken as proof).	<input type="checkbox"/>	<input type="checkbox"/>
5	Supplier must have at least two certified professionals from Cisco and two from Fortigate to provide support during the renewal/SLA period. (Complete CVs with updated certification certificates from CISCO and Fortigate)	<input type="checkbox"/>	<input type="checkbox"/>
6	Affidavit (on Rs.100/- stamp paper) dully signed and attested by Notary public as per format provided in From E1.1	<input type="checkbox"/>	<input type="checkbox"/>

Authorized Signature: _____

Stamp: _____

Date: _____

Form E1.1

UNDERTAKING/DECLARATION OF ELIGIBILITY

In the response to your Tender No. NRSP-Renewal of Licenses for Network devices/RQ-1789, I/We, the undersigned, hereby declare that:

- ☐ Our proposal is valid for a period of 60 days from the last date for the submission.
- ☐ We agree to adhere to all of the terms and conditions as given in the tender documents of the NRSP and other documents as provided in the tender documents.
- ☐ We confirm that we are not engaged in any corrupt, fraudulent, collusive or coercive practices and acknowledge that if evidence contrary to this exists, NRSP reserves the right to reject our proposal or terminate the contract with immediate effect.
- ☐ We are not bankrupt or being wound up, are having our affairs administered by the courts, have not the subject of proceedings concerning those matters, or are in any analogous arising from the a procedure provided for in national legislation or regulations.
- ☐ We have not been convicted of an offence concerning professional conduct by any judgment.
- ☐ We have not been guilty of grave professional misconduct proven by any means which the NRSP can justify.
- ☐ We have fulfilled obligations relating to the payment of social security contributions or the payment of taxes in accordance with legal provision the country in which we are established or with those of the country where the contract is to be performed.
- ☐ We have not been the subject of the judgment for any fraud, corruption, involvement in criminal/terrorist organization or any other illegal activity detrimental to Pakistani Law.
- ☐ I/We as sole proprietorship, authorized dealers, Association of Persons (AOP), partnership firms, private or public limited companies or other do not have any kind of relationship with the NRSP Staff; and if later my this statement is not found in conformity with reality i.e. relationship is found, I would stand liable to NRSP as per the rules mentioned in the tender documents.
- ☐ Are not guilty of serious misinterpretation in supplying information.
- ☐ Are not in situations of conflict of interest (with prior relationship to project or family or business relationship to parties in NRSP).
- ☐ Have no relation, direct or indirect, with any terrorist or banned organizations.
- ☐ Are not blacklisted by any Local/International organization, PPAR, SPPRA, Government/semi Government department, NGO or any other company/organization.
- ☐ Have no relation, direct or indirect, with proscribed individual/entities/political expose person(s).
- ☐ Are not on any list of sanctioned parties issued by the Pakistan Government, DIFD, USAID, UN agencies, UNSCR, NACTA, European Union and others.
- ☐ Have not been reported for/under litigation for child abuse.

Full official Name: _____
CNIC No. _____
Name of Company: _____
Signature: _____
Company Stamp: _____

(Should be witness and attested by Notary public)

Form T1

(To be submitted on firm/company letter head)

TECHNICAL PROPOSAL SUBMISSION FORM

[Location, Date]

To:

Procurement Committee,
National Rural Support Programme,
IRM Complex, 7th Sunrise Avenue, Park Road,
Near COMSATS University,
Islamabad.
Tel: (92-51) 8746170-73

Subject: Submission of Technical proposal Tender No. NRSP-Renewal of Licenses for Network devices & SLA/RQ-1789

Sir,

We, the undersigned, offer to provide the renewal of licenses for network devices to NRSP, in accordance with your subject tender. We are hereby submitting our Technical Proposal.

Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations. We understand that NRSP may accept or reject our proposal without giving any reason.

We understand you are not bound to accept any Proposal you receive.
We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Email:

Contact Cell No.:

Form T2

(To be submitted on firm/company letter head)

FIRM PROFILE

S #	Criteria	Details /Remarks
1	Profile of the supplier: i. Registration details and age of Company ii. Names of Managers/ Owners/ CEO/ Directors/ Partners with CNIC	
2	Location of supplier office/sub office Number of branches Number of employees	
3	Financial Position i. Name of Bank(s) ii. Certificate of Financial position from bank(s) iii. Copy of last financial year audit report dully signed by the auditor iv. Tax Registration (copies of NTN & STN)	

Authorized Signature: _____

Stamp: _____

Date: _____

Form T3

(To be submitted on firm/company letter head)

SPECIFIC EXPERIENCE FOR RENEWAL OF LICENSES OF NETWORK DEVICES

NAME OF CLIENT(S)	NAME OF ASSIGNMENT/ PROJECT	PERIOD OF ASSIGNMENT/ PROJECT	VALUE OF ASSIGNMENT / PROJECT	CONTACT DETAILS OF CLIENT

Authorized Signature: _____

Stamp: _____

Date: _____

Form T4

(To be submitted on firm/company letter head)

GENERAL EXPERIENCE OF SUPPLIER

NAME OF CLIENT	NAME OF ASSIGNMENT/ PROJECT	PERIOD OF ASSIGNMENT/ PROJECT	VALUE OF ASSIGNMENT / PROJECT	PRESENT STATUS OF THE ASSIGNMENT/ PROJECT

Authorized Signature: _____

Stamp: _____

Date: _____

Form T5

(To be submitted on firm/company letter head)

QUALIFICATION AND COMPETENCE OF PROPOSED TEAM FOR SUPPORT FOR THIS ASSIGNMENT

Personnel Summary (Complete for each Team Member)

Name of Employee:		
Position		
General Information	Name:	Date of Birth:
	Telephone:	
	Cell No.:	
	Years with Present Employer:	

Employment Record:

Summarize professional experience in reverse chronological order. Indicate particular technical and managerial experience relevant to the project:

DD/MM/YY		Company/Project/Position/Specific Tech experience
From	To	

Education:

Highest Level of Degree	Relevance of Degree to the Assignment
-------------------------	---------------------------------------

PhD	
MPhil	
Masters	
Other	

Certification:

Name of course/certificate	Brief description

Undertaking:

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

_____ Date: _____

[Signature of staff member and authorized representative of the firm]

Day/Month/Year

Full name of staff member: _____

Authorized Signature: _____

Stamp: _____

Date: _____

Form F1

(To be submitted on firm/company letter head)

FINANCIAL PROPOSAL SUBMISSION FORM

[Location, Date]

To:

Procurement Committee,
National Rural Support Programme,
IRM Complex, 7th Sunrise Avenue, Park Road,
Near COMSATS University,
Islamabad.
Tel: (92-51) 8746170-73

Subject: Submission of Financial Proposal Tender No. NRSP-Renewal of Licenses for Network devices & SAL/RQ-1789

Sir,

We, the undersigned, offer to provide the renewal of licenses for network devices to NRSP, in accordance with your subject tender. We are hereby submitting our Financial Proposal.

Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations. We understand that NRSP may accept or reject our proposal without giving any reason.

We understand you are not bound to accept any Proposal you receive.
We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Email:

Contact Cell No.:

Form F2

(To be submitted on firm/company letter head)

FINANCIAL PROPOSAL

S. No.	Description	Qty	Unit Price	GST/SST	Total Price with GST
1	Cisco Routers annual license renewal for one year	4 Each			
2	Cisco Switches annual license renewal for one year	4 Each			
3	Fortigate Firewall annual license renewal for one year	4 Each			
4	SLA for item# a, b & c of section 3	1 Job			
5	SLA for item# d & e of section 3	1 Job			
Grand Total with all applicable taxes					

Validity: 60 days from the date of submission.

Currency: All the prices are in PKR

Any other details or terms & conditions:-

Authorized Signature: _____

Stamp: _____

Date: _____

Code of Conduct and Ethics

(Non-Employee, consultants, vendors and third parties)

Upholding ethical standards protects the integrity, fairness, and transparency of the procurement process.

As a consultant/Vendor professional objective is to assist NRSP to add value to their enterprise, whether that enterprise takes the form of a business, a not-for-profit organization or any element of government. As a consultant/vendor requires adherence to this Code of Conduct and Ethics as a condition of relation. All consultants/vendors have pledged to abide by the NRSP's Code of Conduct and Ethics and their voluntary adherence to the Code signifies the self-discipline of the profession.

All individuals (non-employees) contracted or functionally related to NRSP, including executing entities and third-party vendors:-

1. Will serve NRSP with integrity, competence, objectivity, independence and professionalism.
2. Will only accept assignments that they are competent to perform; and will only assign staff or engage colleagues with knowledge and expertise relevant to the assignment.
3. Before accepting any assignment will establish with NRSP realistic expectations of the objectives, scope, expected benefits, work plan and fee structure of the assignment.
4. Will treat all confidential NRSP information appropriately; will take reasonable steps to prevent access to confidential information by unauthorized people and will not take advantage of proprietary or privileged information, for use by them or others, without the NRSP's permission.
5. Will avoid conflicts of interest, or the appearance of such, and will disclose to NRSP immediately any circumstances or interests that they believe may influence their work, judgment or objectivity.
6. Will not contact NRSP during the any pre-solicitation or evaluation phase in which participated, unless NRSP contact for any information.
7. Will offer to withdraw from assignment when they believe their objectivity or integrity may be impaired.
8. Will inform NRSP immediately if there is any change in contact person, email, address, directors, release of any of his/her employee or any such information which could be necessary for NRSP record.
9. Will represent the profession with integrity and professionalism in their relations with NRSP, colleagues and the general public.
10. Will report to appropriate authorities within or external to NRSP organization any occurrences of malfeasance, dangerous behavior or illegal activities discovered during the course of an assignment.
11. Will not offer commissions, gift, bribe, remuneration, or other benefits from himself or from a third party in connection with any assignment to NRSP, and will disclose in advance any financial interests.
12. Will promote adherence to the Code of Conduct and Ethics by all other staff working on their behalf.
13. Strive to treat all persons of NRSP with respect and courtesy in accordance with applicable international and national conventions and standards of behavior;
14. Never intentionally commit any act or omission that could result in physical, sexual or psychological harm to the beneficiaries we serve, or to their fellow workers;
15. Not condone or intentionally participate in corrupt activities or illegal activities. While respecting and adhering to these broader frameworks of behavior,
16. Shall not harass, discriminate, or retaliate against any other consultant/vendor or any member of society.

17. Shall make themselves available and fully participate in all administrative inquiries with completely honesty.
18. No NRSP employees shall solicit anything of value from a citizen or business for services that the NRSP is expected to provide.
19. Shall not remove NRSP property from its assigned place for personal use. Defacing or destroying NRSP property is vandalism and shall be dealt strictly.
20. Will not permit considerations of race, gender, nationality, religion, politics, sexual orientation or social status to influence professional behavior or advice.
21. Will be respectful of those whose wellbeing may be contingent. Will diligently apply objective judgment to all consulting assignments, based on the best information available. Will conduct independent research and analysis where possible, and will consult with colleagues and others who can help inform the judgment.
22. Will not use any services, goods, materials, technology and/or equipment provided by or paid for by NRSP for illegal, inappropriate, or otherwise disruptive activities, or in support of such activities.
23. Shall not place or display non-official notices in NRSP premises without prior written approval from the appropriate authority.
24. Shall not possess unauthorized weapons, illegal drugs, or alcohol on NRSP premises.
25. Shall strictly follow the NRSP's workplace policies while on any NRSP premises.

This Code of conduct is not exhaustive and may not anticipate every situation which may morally, ethically, professionally, legally compromise the employees or NRSP interests. In this regard NRSP expects to use sound judgment. However, compliance with this Code is a mandatory obligation owed by all consultants, third party vendors etc. Breach of this Code or any requirements mentioned in these Rules will result in disciplinary action and may lead up to cancellation of work order/registration including legal action or other appropriate disciplinary actions.

Anti-Money Laundering and Anti-Terrorism Financing Policy

Policy

"It is the policy of the NRSP to prohibit and actively prevent money laundering and any activity that facilitates money laundering or the funding of terrorism or criminal activities" by complying with all applicable requirements under the **Anti-Money Laundering Act 2010** (Act No. VII of 2010 - an Act to provide for prevention of money laundering) and **Anti-Terrorism (Second Amendment) Act, 2014** and its implementation regulations. Recently under the national action plan and SECP regulations money laundering has been identified as a major cause for corruption and criminal activities. Therefore, NRSP is very sensitive to ensuring that our platform is not used for any such purposes.
