



National Rural Support Programme

Registered Office: UBL Building, 7th Floor, Jinnah Avenue, Blue Area, Islamabad.

Tel# 051-2822319

Programme Support Unit: IRM Complex, 7, Sunrise Avenue, Park Road, Chak Shehzad,

Near COMSATS University, Islamabad. Ph:051-8746170-3

Date: 3rd September, 2026

RFP No. NRSP/DB SUPPORT/RQ-0001-RQ-2595

24 x 7 Oracle Database Middleware Support & Maintenance Services

For NRSP Production, Disaster Recovery & Data Center



National Rural Support Programme

REQUEST FOR PROPOSALS

National Rural Support Programme (NRSP) invites sealed proposals for the procurement of Oracle Database Support & Maintenance services from the registered suppliers/ companies/organizations/firms having past experience and valid NTN & GST, the details of equipment/ services are given below: -

S.No	Description	Qty
1	Oracle Database Support Services (PR & DR Sites)	01

Details and Terms & conditions are available in the documents that can be downloaded free of cost from NRSP web site www.nrsp.org.pk/tenders/. Last date for submission of sealed technical proposals is **14th September, 2026 till 2:00 pm** to the undersigned office at Islamabad. NRSP reserve the right to accept or reject any/all proposals without any reason thereof or funding constrains.

**NRSP Administration, National Rural Support Programme,
IRM Complex, #7 Sunrise Avenue, Park Road, Chakshahzad,
Near COMSATS University, Islamabad,
Ph: 051-8746170-3
Email: nrspprocurement@nrsp.org.pk**

Details & Timelines of RFP		
1.	Date of availability of documents(RFP) on NRSP website	14th September, 2026
2.	Last date and time for sending queries/question or clarifications by suppliers	8th September, 2026
3.	Last date and time for reply of queries/question or clarifications by NRSP	11th September, 2026
4.	Last date, time and address for receipt of Technical Proposals (in shape of hard copies)	14th September, 2026 by 2:00 p.m.(PST) NRSP Administration, National Rural Support Programme, #7 Sunrise avenue, Near COMSATS University, Park Road, Chak Shahzad, Islamabad, Tel:+92(51) 8746170-173
5.	Date and Time of Opening of Technical Proposals	14th September, 2026 by 2:30 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 Firms	Interested Suppliers are requested to send their queries on the following email: nrspprocurement@nrsp.org.pk . The email query should clearly have mentioned the following details, so that in case of any clarification, the same maybe issued to them: 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 opening session.

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

NRSP operates a business-critical Oracle Database and Middleware environment supporting its ERP and other essential business applications. The selected bidder shall provide comprehensive 24x7x365 support, maintenance, monitoring, troubleshooting, optimization and documentation services to ensure the availability, performance, security and continuity of the environment

3. Procurement details.

The project scope spans around both data centers of NRSP Islamabad (Primary Site) and Lahore (DR) PTCL Garden Town. The selected firm provide both on-site and remote by DBA support services for the NRSP's Oracle databases.

4. Requirements / Scope of Services (PR & DR Sites)

4.1 The existing Oracle environment includes, but is not limited to, the following:

- Oracle Database 19c Enterprise Edition, version 19.24.0.0.0.
- Two-node Oracle Real Application Clusters (RAC) environment.
- Oracle Data Guard configured between the production and remote Disaster Recovery (DR) sites.
- Oracle Database Appliance (ODA) infrastructure at the production and DR sites.
- Oracle WebLogic Server 12c, version 12.2.1.4.
- Oracle Forms and Reports 12c, version 12.2.1.19.
- Oracle Forms and Reports 11g components, where applicable.
- Oracle Forms and Reports-based ERP applications.
- Associated Oracle Grid Infrastructure, ASM, listeners, database services, WebLogic clusters and middleware components.

The bidder shall review, validate and baseline the environment at the commencement of the contract.

4.2 Database Administration

- Provide 24x7x365 support for Oracle Database, RAC, ASM, Grid Infrastructure and Data Guard.
- Monitor database availability, alert logs, listeners, tablespaces, ASM disk groups, archive destinations and database services.
- Monitor RAC nodes, cluster resources, OCR, voting disks and cluster interconnects.

- Troubleshoot database errors, performance degradation, blocking sessions, deadlocks, invalid objects and connectivity problems.
- Manage database users, roles, profiles and privileges upon authorized requests from NRSP.
- Monitor database growth and provide capacity-planning recommendations.
- Assist with database startup, shutdown, recovery and service relocation.
- Support backup validation, restoration and recovery activities in coordination with NRSP's backup team.
- Provide support for planned and emergency database maintenance activities.

4.3 Data Guard and Disaster Recovery

- Monitor Data Guard transport and apply services, archive-log gaps, transport lag and apply lag.
- Maintain synchronization between the production and standby databases.
- Troubleshoot Data Guard Broker, archive transport and managed recovery issues.
- Assist with planned switchovers, emergency failovers and failback activities.
- Conduct quarterly DR readiness assessments and participate in DR drills as required by NRSP.
- Maintain documented procedures for switchover, failover and failback.
- Submit a post-DR-drill report containing observations, issues, risks and recommendations.

4.4 WebLogic, Forms and Reports Support

- Provide support for Oracle WebLogic Server, Forms and Reports environments.
- Monitor the Administration Server, Managed Servers, Node Manager and WebLogic clusters.
- Monitor JVM heap utilization, threads, stuck threads, JDBC pools, data sources and application deployments.
- Troubleshoot middleware availability, connectivity, configuration and performance issues.
- Support startup, shutdown and recovery of WebLogic, Forms and Reports services.
- Review middleware logs and recommend corrective actions.
- Coordinate with NRSP's application team where an issue relates to application code.
- Implement approved configuration changes in accordance with NRSP's change-management process.

4.5 Performance Tuning and Capacity Management

The selected bidder shall perform detailed performance tuning every quarter and whenever required by NRSP. The assessment shall include:

- AWR and ADDM analysis, SQL execution-plan analysis, and identification of high-load and long-running SQL statements.
- Wait-event, session, CPU, memory, storage latency and I/O analysis.
- RAC interconnect and global-cache analysis.
- Database initialization parameter review.
- Tablespace utilization and database-growth analysis.
- Data Guard performance and replication-lag analysis.
- WebLogic JVM, thread-pool and JDBC connection-pool analysis.
- Capacity planning and resource-optimization recommendations.

The bidder shall submit a quarterly performance report containing findings, risks, recommendations and an action plan. No production change shall be implemented without prior written approval from NRSP.

4.6 Security and Hardening

- Review database and middleware configurations against Oracle-recommended security practices.
- Review privileged accounts, roles, profiles, excessive permissions, password policies, and inactive or unnecessary accounts.
- Review database listener, network security and audit configurations.
- Recommend applicable Oracle Critical Patch Updates and security patches.
- Assist NRSP with vulnerability remediation and security hardening.
- Maintain a security findings and remediation tracker.
- Conduct security reviews quarterly and after major changes or security incidents.

4.7 Patching and Preventive Maintenance

- Review applicable Oracle patches and Critical Patch Updates.
- Assess patch prerequisites, dependencies, known issues and risks.
- Prepare implementation, testing and rollback plans.
- Coordinate patching activities with NRSP and Oracle Support, where applicable.
- Perform or assist with patch installation during approved maintenance windows.
- Conduct post-patch validation of Database, RAC, Data Guard, WebLogic, Forms and Reports services.
- Update patch-level and configuration documentation after completion.

4.8 Support Coverage

- Support shall be available 24 hours a day, seven days a week, including weekends and public holidays.
- Support shall be provided through telephone, email and an agreed service-management or ticketing system.
- Remote support shall be initiated immediately upon notification of a critical incident.
- On-site support shall be provided when remote resolution is not possible or when required by NRSP.
- Critical incidents shall be handled continuously until the affected service is restored or an acceptable workaround is implemented.
- The selected bidder shall provide qualified backup resources to ensure uninterrupted support during leave, illness or unavailability of the primary resource.

4.9 Mandatory Weekly On-Site Visit

- A minimum of one full working-day on-site visit every week at the NRSP Sihala Data Center shall be a mandatory part of the SLA.
- The visit shall be performed by a qualified Senior Oracle DBA or another specialist relevant to the planned activities.
- The on-site resource shall perform preventive health checks; review database and middleware performance; examine alerts and logs; verify Data Guard synchronization; follow up open incidents; review capacity and security findings; and update technical documentation.
- The visit schedule shall be mutually agreed with NRSP. NRSP may request a change in the scheduled day based on operational requirements.

- The weekly on-site visit shall be included in the quoted support charges, and no additional cost shall be charged.
- The bidder shall submit an on-site visit report detailing the activities performed, findings, risks, recommendations and pending actions.

4.10 Incident Classification and Service Levels

Priority	Classification Criteria	Initial Response	Technical Engagement	Restoration / Workaround
P1 - Critical	Complete production outage; database unavailable; RAC failure; ERP unavailable; severe data corruption; or critical business disruption.	15 min	30 min	2 hours
P2 - High	Major degradation; one RAC node unavailable; major WebLogic service affected; repeated errors; or significant business impact.	30 min	1 hour	4 hours
P3 - Medium	Non-critical issue; intermittent error; limited business impact; or an available workaround.	2 business hours	4 business hours	1 business day
P4 - Low	General query; documentation request; minor configuration issue; or planned assistance.	4 business hours	1 business day	3 business days

Progress updates shall be provided every 30 minutes for P1 incidents, every hour for P2 incidents, every four business hours for P3 incidents, and daily or as agreed for P4 incidents.

Service restoration/workaround means restoring the affected service or providing a workaround acceptable to NRSP. Permanent resolution may require additional time where the matter depends on Oracle Support, a third party, hardware replacement, application correction or an approved change window

4.11 Critical Incident Management

For every P1 incident, the selected bidder shall:

- Immediately assign a Senior Oracle DBA and other required specialists.
- Establish a technical bridge call with NRSP.
- Continue working without interruption until service restoration.
- Escalate the matter to Oracle Support or another relevant vendor, where required.
- Provide progress updates to NRSP every 30 minutes.
- Submit a preliminary incident report within 24 hours.
- Submit a detailed Root Cause Analysis (RCA) within three business days.

The RCA shall include the incident description and business impact; detection, escalation, investigation and restoration timeline; root cause and contributing factors; corrective and recovery actions; preventive measures; responsible persons; and target completion dates.

4.12 Documentation Requirements

- Database, RAC, ASM and Grid Infrastructure configuration documents.
- Data Guard and DR configuration documents, including switchover, failover and failback procedures.
- WebLogic, Forms and Reports configuration documents.

- Standard operating and troubleshooting procedures.
- Backup, restoration and recovery procedures.
- ODA High-Level Design (HLD) and Low-Level Design (LLD) documents for the production and DR sites.
- Hardware, software, version, patch and configuration inventory.
- Incident, problem, change and preventive-maintenance records.

All documents shall be reviewed quarterly and updated following every significant change.

4.13 Deliverables

Deliverable	Frequency / Timeline
Environment assessment and baseline report	Within 30 calendar days of contract commencement
Updated HLD and LLD documents	Within 45 calendar days
Database and middleware health-check report	Monthly
SLA and incident report	Monthly
On-site visit report	After each weekly visit
Database performance-tuning report	Quarterly and as required
Security and hardening assessment	Quarterly
Capacity and database-growth report	Quarterly
Data Guard and DR readiness report	Quarterly
DR-drill report	After each DR drill
Patch assessment and recommendation report	After each Oracle CPU release
Critical incident preliminary report	Within 24 hours
P1 incident RCA	Within three business days
Updated configuration documentation	After every significant change

4.14 Monthly Services Report

- Total incidents by severity, response and restoration performance, and monthly SLA compliance.
- Database, RAC and Data Guard availability and synchronization exceptions.
- Recurring incidents, root causes, open risks and pending recommendations.
- Database capacity, growth, performance and security findings.
- Patch, upgrade, change and documentation status.
- Activities completed during the reporting period and activities planned for the following month.

4.15 Resource Requirements

The bidder shall provide suitably qualified and experienced resources, including a Senior Oracle DBA; Oracle RAC, ASM and Grid Infrastructure specialist; Oracle Data Guard and DR specialist; Oracle

WebLogic, Forms and Reports specialist; Oracle Database Appliance specialist; and an operating-system specialist where required.

The bidder shall submit CVs, relevant certifications and experience details of the proposed resources with the technical proposal. NRSP reserves the right to interview and approve or reject any proposed resource.

4.16 Escalation Matrix

- Service desk contact.
- Primary and backup Oracle DBAs.
- WebLogic and Forms/Reports specialists.
- ODA and operating-system specialists.
- Support Manager and Service Delivery Manager.
- Senior management escalation contact.
- The escalation matrix shall remain current throughout the contract. Management escalation shall commence if a P1 incident is not restored within two hours.

4.17 Service Credits and Penalties

Subject to the final contractual agreement, NRSP may apply the following service credits or penalties where the selected bidder fails to meet the agreed monthly SLA:

Monthly SLA Achievement	Recommended Service Credit / Penalty
98% or above	No penalty
95% to below 98%	2% of monthly support charges
90% to below 95%	5% of monthly support charges
Below 90%	10% of monthly support charges

Repeated P1 SLA breaches, failure to provide the mandatory weekly on-site visit, or continued failure to meet the agreed SLA may be treated as a material breach of contract.

4 General Eligibility of the Supplier

Following is the eligibility criteria to participate (Refer to Form E1)

- a) Must be registered with SECP or 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 or Registrar of Firms)
- b) Must have valid/active NTN and GST and on active tax payer list of FBR on the date of submission of proposal
- c) Supplier must have Field service delivery partner (FSDP) partnership with the OEM.
- d) Undertaking of blacklisting as per Form E1.1

5 Submission of Proposals

Proposals will be accepted and evaluated using **Two Stage – Single Envelop Procedure**, at first stage only technical proposal without price information should be submitted. After technical Evaluation bidder will submit their financial proposals which will be opened at pre-announced date, time and venue.

Technical and Financial Proposals marked as: -

Technical Proposal - RFP No. NRSP/DB SUPPORT/RQ-0001-RQ-2595

&

Financial Proposal – RFP No. NRSP/DB SUPPORT/RQ-0001-RQ-2595

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

- I. The **technical proposal** shall provide/contain the following information/documents:
 - i. Technical Proposal Submission Form (Form T1)
 - ii. Mandatory Eligibility Criteria (Form E1)
 - iii. Technical Compliance sheet
 - iv. Company Profile and Copy of last financial year audit report dully signed by the auditor
 - v. Specific experience for similar assignments.
 - vi. General experience.
 - vii. Qualification and Competence of the proposed team for support for this assignment.
 - viii. Proposed solution compliance with required specifications, delivery time, installation/ testing/ commissioning plan.
 - ix. Proposed solution with make and model, SLA details, Subscription & Support details and training details. All the relevant literature, catalogs, brochures must be attached showing the technical specifications in details with technical compliance sheet.
 - x. Any other document which could be helpful in the technical evaluation.
 - xi. Project Implementation Plan

The technical proposal shall not include any financial information.
- II. The **financial proposal** shall contain the following information:
 - i. Financial Proposal Submission Form (Form F1)
 - ii. The DDP (Ex-Islamabad NRSP Data Center & Ex- Lahore NRPS DR Site) price of each item with complete details, make and model. All applicable taxes and mentioned clearly. Prices should be on DDP. (Form F2)
 - iii. Delivery time required for each item. (Form F2)
 - iv. Supply, installation, testing and configuration details. (Form F2)

- v. Bid Security @2% of the total deliverable (including taxes) in the shape of Call deposit/Pay Order/Demand Draft/cashier cheque in the name of NRSP.
 - vi. Validity of the financial proposal. (Form F2)
 - vii. Other terms and conditions (if any).
- a) Suppliers must offer complete solution with training as given in section 3. Incomplete or partial proposals will be rejected.
 - b) 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.
 - c) 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/all of the suppliers, for which the concerned supplier will need to submit the documentary evidence(s) as required by NRSP.
 - d) 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, his proposal will be rejected and he may be debarred from participation in the future tendering processes.
 - e) 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.
 - f) **Last Date of Submission is 14th September, 2026 till 2:00 pm local time. Supplier should be responsible to submit the proposal on time. Any delay from courier or rider will be on NRSP account. NRSP will close the Proposals receiving on above given date and time.**
 - g) The proposals must be submitted in original hard copy not later than **14th September, 2026 till 2:00 pm** 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.
 - h) The proposals should be marked/addressed as:

(Proposal for Database support)

RFP No. NRSP/DB SUPPORT/RQ-0001-RQ-2595
 NRSP Administration,
 National Rural Support Programme
 IRM Complex, 7, Sunrise Avenue, Park Road, Chak Shehzad,
 Near COMSATS University, Islamabad.
 Ph:+92-51-8746170-3.

- i) NRSP reserves the right for conducting pre-shipment inspection by its own personnel or reputed third parties. The selected supplier has to offer the solution for inspection in such a manner that it does not affect the delivery schedule.
- j) The offer should remain valid for a period of **90 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.
- k) Alternative option, if there is any alternate option then it mentioned separately in proposal. Alternative options benefits should be clearly mentioned.
- l) Clearance of the equipment from Tax Authorities would be the responsibility of the supplier.
- m) Selected supplier must undertake to provide NRSP, the consignment notes number(s) by which the equipment ordered had been dispatched from their site, so as to have online / web access to the tracking system of physical movement of the consignments sent through courier.
- n) 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.

6 Evaluation Criteria

Supplier has to fulfill the eligibility criteria initially. After qualifying the eligibility criteria, Final evaluation of the proposals will be carried by using the below combination.

S.NO.	PROPOSAL	WEIGHT
1	Technical	70%
2	Financial	30%
	TOTAL	100%

Following is the scoring criteria for Technical & Financial Evaluation.

6.1 Technical Evaluation

S. No	Description	Max Marks	Remarks	
1	Company Profile	15	Established and working for 10 years	15
			Established and working for 5 year	10
2	Offering the services as per scope or work	20	Offering all the services as per scope of work	20
3	Clients to whom the similar services provided	30	To more than 3 clients	30
			To 2 clients	20
			To 1 client	10
4	Partnership with Principle	20	Partnership with Oracle for Field service delivery partner (FSDP)	20
			Partnership with Other Databases RDBMS (SQL Server, MySQL) etc	10
6	Team of Professionals	15	Have team of at least 3 certified professionals (Oracle Certified Professional)	15
			Have team of 2 to 3 certified professionals (Oracle Certified Professional)	10
			Have team of at least 2 professionals certified (Oracle Certified Professional)	5
	Total Marks	100		100

6.2 Final Evaluation

S. No.	Financial Evaluation	Marks
a.	Lowest Bid Price	100
Total Marks		100

After Technical compliance and evaluation, successful suppliers will be called to submit financial proposals. Financial proposals will be opened in front of all suppliers. Financial lowest proposal, fulfilling all criteria (eligibility and technical), will be shortlisted for award.

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, may ask some or all suppliers for clarification of their offer. The request for such clarifications and the response will necessarily be in writing.

7 Deliverables

Services as per details given section 3.

8 Terms of Proposal

a) Bid Security

All suppliers shall furnish bid security deposit equivalent to **2% of the total Cost of Deliverables** (including taxes) in the form of Call deposit/Pay Order/Demand Draft 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. NRSP NTN number is 0656952-8.

b) Performance Security

Performance security will be 5% of the total cost of the solution (excluding training) which will be withheld from the final payment for the period of three years. After the successful completion of warranty period of three years, performance security will be released. The amount withheld may be released against the bank guarantee from a schedule bank of same amount provided by the supplier as performance guarantee.

9 Fees and payment Schedule

- a) Payment will be made after the complete and satisfactory delivery/acceptance of solution within 2-3 weeks through cross cheque in favour of supplier or as agreed at the time of contract.
- b) 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.

10 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. Bill
- b. GST Invoice
- c. Duly acknowledged Delivery Challan/acceptance Certificate.

11 Delivery Schedule

- a) The Selected supplier must undertake to deliver the services 1-2 Weeks, to NRSP Data Center Sihala Islamabad and DR site Lahore within the time offered in the proposals from the date of the Purchase Order/Contact.
- b) NRSP reserves right to shift the ordered equipment to any location where it has presence, anywhere in Pakistan, either during the warranty.

12 Warranty & Maintenance

All the services should have one years SLA (24/7/365) from the date of commissioning as mentioned in the section 3.

13 Penalty for Downtime

In case of delay in the supply of material against the terms indicated in the purchase order/contract, the supplier will have to pay a fine of 0.5 % (Half) percent of the balance qty for each day of delay. Maximum penalty will be 10% of the total order/contract. If shipment is delayed for more than 20 days NRSP has the right to unilaterally cancel the PO/contract and supplier bid security will be forfeited.

14 Penalty on Liquidated Damages for delayed supply

In case the delivery is delayed beyond the stipulated date of delivery, 'Liquidated damage for late delivery @ one half of one percent (0.5%) of the order value for each day of delay or part thereof would be imposed, subject to maximum of 10% if the delay is for 20 days or more. The penalty for late delivery will be deducted from the final invoice amount.

15 Currency

All prices shall be expressed in Pakistani Rupees only.

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 procurement 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 proposals 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

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.

- a. 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.
- b. 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.
- c. Canvassing of any kind will be a disqualification and the NRSP may decide to cancel the supplier from its empanelment.
- d. 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 E-mail or whatsapp.
- c. If the proposal is submitted without or less or not in required type the bid security deposit.
- d. If the technical proposal is submitted without the Technical Compliance Sheet.
- e. If the proposal is received after expiry of the due date and time stipulated for proposal submission, due to any reason.
- f. If the proposal is for refurbished, grey or smuggled or international warranty products.
- g. If the financial proposal is submitted with the technical proposal or technical proposal contains any financial information
- h. 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 document at the address mentioned.
- 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, satisfying the technical requirements as determined by NRSP Technical Team 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 and 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 procurement 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 evaluation or award process may file a complaint to NRSP only at complaints@nrsp.org.pk. No complaint will be entertained if filed by any other mean/platform.

STANDARD FORMS

Form E1

MANDATORY ELIGIBILITY CRITERIA

Yes

No

1	Must be registered with SECP or 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 or Registrar of Firms with the technical proposal).	☐	☐
2	Must have valid/active NTN and GST and on active tax payer list of FBR (copy of NTN and GST certificate to be attached with the technical proposal)	☐	☐
3	Supplier must have Field service delivery partner (FSDP) partnership with the OEM. (to be attached with the technical proposal)	☐	☐
4	Must have 3 years experience in SLA services with Oracle DB Support 12c/19c and Oracle Apex. (Attach at least three documentary evidences in shape of completion certificates / POs)	☐	☐
5	Supplier must have local office presence in Islamabad & Lahore (Attach details)	☐	☐
6	Supplier must have at least three certified professionals from Oracle database to provide support during the renewal/SLA period. (Complete CVs with updated certification certificates from Oracle)	☐	☐
7	Affidavit (on Rs.100/- stamp paper) dully signed and attested by Notary public as per format provided in From E1.1 with the technical proposal	☐	☐

Signature: _____

Name: _____

Date: _____

Form E1.1

DECLARATION OF ELIGIBILITY

(SHOULD BE SUBMITTED ON RS.100- STAMP PAPER DULLY ATTESTED BY NOTARY PUBLIC)

In the response to your RFP No. NRSP/DB SUPPORT/RQ-0001-RQ-2595, I/We, the undersigned, hereby declare that:

- Our proposal/bid is valid for a period of 90 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/bid 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.
- Have no relation, direct or indirect, with proscribed individual/entities/political exposed person/s or terrorists organizations.
- Not or never prosecuted under Schedule 4 of the proscribed persons under NACTA for AML/CFT.
- 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 attested by Notary Public)

Form T1

TECHNICAL PROPOSAL SUBMISSION FORM

[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 RFP No. NRSP/DB SUPPORT/RQ-0001-RQ-2595

Sir,

We, the undersigned, offer to provide the equipment & services for NRSP, in accordance with your Request for Proposal dated 10 April, 2026. 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 No.:

Technical Compliance Sheet for Solution

24/7/365 Oracle Database & Middleware Support (PR & DR Sites)

S#	Technical Description, Specifications and Standards Required	Compliance Yes / No
1	Database Administration	
2	Data Guard and Disaster Recovery	
3	WebLogic, Forms and Reports Support	
4	Performance Tuning and Capacity Management	
5	Security and Hardening	
6	Patching and Preventive Maintenance	
7	Support Coverage	
8	Mandatory Weekly On-Site Visit	
9	Critical Incident Management	
10	Documentation Requirements	
11	Deliverables	
12	Monthly Services Report	
13	Resource Requirements	
14	Escalation Matrix	
15	Service Credits and Penalties	

Signature: _____

Name: _____

Date: _____

Form F1

FINANCIAL PROPOSAL SUBMISSION FORM

[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 RFP No. NRSP/DB SUPPORT/RQ-0001-RQ-2595

Sir,

We, the undersigned, offer to provide the equipment & services for NRSP, in accordance with your Request for Proposal dated 10 April, 2026. 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 No.:

Form F2

FINANCIAL PROPOSAL

S. No.	Description	Make/Model	Qty	Unit Price	Total Price
1	Oracle Database & Middleware Support (PR and DR Sites)		01		
Sub Total:					
Sales Tax on Hardware					
Sales Tax on subscription & support licenses					
Sales Tax on certification & training					
Grand Total: (Including all charge and taxes)					

Validity of Proposal:

Delivery Time:

Bid Security Amount:

Any other details or terms & conditions: -

Signature: _____

Name: _____

Date: _____

Note: Pls attach the complete BOQ of the hardware in the financial proposal.

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.
 26. Will uphold NRSP's commitment to gender equality, non-discrimination, and the prevention of Sexual Exploitation, Abuse, and Harassment (SEAH) at all times in the course of their work.
 27. Will maintain a working environment that is free from all forms of SEAH& gender-based violence, in alignment with NRSP's Gender Mainstreaming Policy.
- 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

"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.
