National Rural Support Programme

Registered Office: IRM Complex, 7 Sunrise Avenue, Park Road, Chak Shehzad, Near COMSATS University, Islamabad. Ph: 051-8746170-3
Principal Office: 11th floor, Pakland Tower 2, New Blue Area, Islamabad

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RFP No. 0001-RQ-2741 Date: 7th November, 2026

Request for Proposal

For

Solarwind Network Monitoring Systems (Renewal of Licenses and Technical Support) For NRSP Data Center PR

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[Location]
[Date]

Ref: 0001-RQ-2741

Dear Sir/Madam,

NRSP would like to invite proposals from (name of Consultant /Firm) to submit a proposal in accordance with the RFP "**Ref:0001-RQ-2741**" for the provision of services as described in the title. Within the RFP you will find all the information in detail necessary for these services.
The RFP includes the following sections:

- Part 1 — Proposal and Selection Procedures:
  - I. Section I (Letter of Invitation),
  - II. Section II (Instructions to Bidder/Firms),
  - III. Section III (Eligibility and Evaluation Criteria),
  - IV. Section IV (Terms of Reference)
- Part 2 — Schedule of Requirements and Conditions of Contract:
  - V. Section V (Financial Proposal),
  - VI. Section VI (Special Conditions)
- Part 3 — Integrity and Compliance:
  - VII. Section VII (Code of Conduct, Fraud Policy and AML/CFT Policy)

Proposals must be delivered to the address given below no later than **24th November 2026, till 2:00** PM. Bidder/Firms/Firms should be aware that late proposals after deadline will not be accepted under any circumstances and will be returned unopened to the consultant(s). Electronic proposals shall not be accepted.

Yours sincerely,
NRSP — Procurement Section
For National Rural Support Programme
IRM Complex, 7 Sunrise Avenue, Park Road, Chak Shehzad,
Near COMSATS University, Islamabad
Email: nrspprocurement@nrsp.org.pk

Introduction	Bidder/Firms shall adhere to all requirements of this RFP, including any amendments issued in writing by NRSP. This RFP is issued in accordance with the applicable project agreement and NRSP's procurement policies and procedures. Bidder/Firms are invited to submit a technical proposal and a financial proposal for the goods and works described herein. NRSP is not bound to accept any proposal and reserves the right to cancel the procurement at any time prior to contract award, without incurring any liability, upon notice to Bidder/Firms or publication of a cancellation notice on the NRSP website.
RFP Document	a) Bidder/Firm is expected to examine all instructions, forms, Terms and Conditions in this RFP Document. b) Bidder/Firm should not add, omit, or change any item, term or condition in the original paper. c) If the Bidder/firm has any additional terms & conditions or services this shall be stipulated in a separate letter accompanying the proposal. Bidder/firm are requires to attached this RFP documents duly signed and stamped of company with proposal.
Procurement Method	This is a competitive, **Single-Stage, Two-Envelope** bidding process (Invitation to Bid/Request for Proposal). Technical and financial proposals are evaluated separately, with the financial proposal opened only for suppliers who are found technically compliant.
Code of Conduct, Fraud, Corruption, AML/CFT	All Bidder/Firms must read NRSP's Code of Conduct, Fraud Policy and AML/CFT Policy set out at Section VII of this RFP, and ensure compliance with all clauses in their activities and operations.
Conflict of Interest	A Bidder/Firm is under an obligation to disclose any situation of actual, potential or perceived conflict of interest that impacts, may impact, or might reasonably appear to impact its capacity to serve the best interest of NRSP. This includes disclosing whether the Bidder/Firm or its affiliates or personnel were involved in preparing the requirements or other information used in this RFP, and any affiliation with the owners, directors, or key personnel who are family members of NRSP staff. Bidder/Firms with an undisclosed conflict of interest shall be disqualified.
Cost of Proposal	NRSP shall not be responsible for any costs associated with the preparation and submission of a proposal. The Bidder/Firm shall bear all such costs regardless of the conduct or outcome of the process.
Language of Proposal	The proposal shall be submitted in English.
Currency of Proposal	The proposal and budget shall be quoted in Pakistani Rupees (PKR) only.
Applicable Taxes	Bidder/Firms should include all applicable provincial and federal taxes in their financial proposal, as per the law of the land. Applicable tax will be deducted from each payment as per prevailing law.

Only One Proposal	A Bidder/Firm shall submit only one proposal, either as a sole firm or as a joint-venture member. A Bidder/Firm participating in more than one proposal will have all such proposals disqualified. This does not preclude the same sub-contractors, including individual experts, from being named in more than one proposal.
Validity of Proposal	The proposal shall remain valid for **90 (ninety) working days** from the deadline for submission of proposals.
Requirements for the proposal submission	The Bidder/Firm 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. The proposals must be submitted in original hard copy not later than **24th November, 206 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. Once the proposal is submitted in sealed cover by the Bidder/Firm, 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 Bidder/Firms, for which the concerned supplier will need to submit the documentary evidence(s) as required by NRSP.
Method of Submission (Sealing and Marking)	Proposals will be accepted and evaluated using **One Stage-Two Envelop Procedure**, The Bid shall comprise two Parts, namely the Technical Part and the Financial Part. These two Parts shall be submitted simultaneously in two separate sealed envelopes (two-envelope Bidding process). One envelope shall contain only information relating to the Technical Part and the other, only information relating to the Financial Part. These two envelopes shall be enclosed in a separate sealed outer envelope marked "**Original Proposal for Solarwind NMS— RFP 0001-RQ-2741**". The financial proposals must be inclusive of all applicable taxes, license supply, renewal and technical support details. The technical proposal must include details of make and model, SLA details, Subscription & Support details. Technical solution compliance with required specifications, scope, delivery time, and license activation. Proposals must reach the address below by **24th November 2026, till 2:00 PM:** Proposal for **Solarwind NMS RFP** 0001-RQ-2741 Procurement Section, National Rural Support Programme, IRM Complex, 7, Sunrise Avenue, Park Road, Near COMSATS University, Islamabad. Ph:+ 92-51-8746170-3.
Deadline for Submission of RFP Responses	Proposals must be received by NRSP before the submission deadline specified in this RFP. No proposal may be withdrawn, substituted or modified between the submission deadline and the expiry of the proposal validity period. NRSP may, at its discretion, extend the submission deadline by amending this RFP, communicated by email and/or newspaper notice.

Contact for Correspondence, Clarifications and Queries	Queries or requests for clarification regarding this RFP should be sent to: **nrspprocurement@nrsp.org.pk** Any delay in NRSP's response shall not, by itself, be grounds for extending the submission deadline, unless NRSP determines an extension is necessary and communicates a revised deadline to Bidder/Firms.
Deadline for Submission of Queries	**12th November 2026, till 3:00 PM.**
Deadline for NRSP's Replies to Queries	**16th November 2026**, by email to all Bidder/Firms who submitted queries and, where the clarification affects the requirement, to all Bidder/Firms who obtained the RFP thorough uploading response on NRSP website.
Late Proposals	Any proposal received after the submission deadline shall be declared late, rejected, and returned unopened to the Bidder/Firm.
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. No supplier shall be allowed to withdraw the proposal, if the supplier happens to be a successful supplier.
Proposal Opening	Technical proposals will be opened publicly on **24th November 2026 at 2:30 PM** at the NRSP office, #7 Sunrise Avenue, Near COMSATS University, Park Road, Chak Shehzad, Islamabad, by the Bid Opening Committee (BOC). Minutes of the opening, including Bidder/Firm names and key bid details, will be recorded and signed by BOC members.
Rejection of Proposal	A proposal is liable to be rejected if: (a) it does not bear the signature of an authorized person; (b) it is received by telegram, fax or e-mail; (c) it is received after the submission deadline; or (d) it is incomplete, partial, conditional, or does not conform to the terms and conditions stipulated in this RFP.
Proposal Opening and Evaluation method	a. NRSP will open the proposals, in the presence of Bidder/Firm's representative(s) who choose/authorized to attend, at the time and date mentioned in document at the address mentioned. b. The Bidder/Firm'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. Bidder/Firms 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 Bidder/Firms.

	e. The contract will be awarded only to the successful responsive Bidder/Firm. NRSP reserves the right to negotiate with second and third Bidder/Firm etc.
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 Bidder/Firm or Bidder/Firms or any obligation to inform the affected Bidder/Firm or Bidder/Firms of the ground for NRSP's action
Evaluation/Award Criteria	Proposals will be evaluated in two steps: (1) Evaluation of Technical Proposal that includes eligibility and technical evaluation to confirm compliance with the eligibility criteria and technical specifications set out at Section III and Section IV; and (2) financial evaluation, in which the contract is recommended for award to the technically qualified Bidder/Firm offering the lowest evaluated financial proposal (Least Cost Selection). Full methodology is set out at Section III.2 of this RFP. NRSP reserves the right to negotiate with the recommended Bidder/Firm on the cost, or any other matter as necessary.
Confidentiality	Information relating to the evaluation of proposals and recommendations for contract award shall not be disclosed to Bidder/Firms or any other person not officially concerned with the process, until publication of the contract award. Any attempt by a Bidder/Firm to influence NRSP in the examination, evaluation, ranking or award of proposals may result in rejection of its proposal.
Invitation to Negotiation and Proceedings	NRSP shall send an invitation to negotiate to the recommended Bidder/Firm. As a pre-requisite for attending negotiations, the Bidder/Firm must confirm the continued availability of key personnel and equipment described in its technical proposal. Failure to confirm may result in NRSP proceeding to negotiate with the next-ranked Bidder/Firm. Representatives conducting negotiations on behalf of the Bidder/Firm must hold written authority to negotiate and conclude the contract.
Notice of Contract Award	NRSP shall issue a notice of award to the successful Bidder/Firm and proceed to sign the contract. Unsuccessful Bidder/Firms will be notified in writing, and — for awards above PKR 3,000,000 — the award will also be published on the NRSP website, with a minimum feedback/grievance period of 5 working days from notification.
Grievance / Complaints	A Bidder/Firm wishing to raise a grievance concerning the solicitation, evaluation, or award of this RFP may lodge a written complaint with NRSP's Procurement Grievance Committee (PGC) within **05 days** of the announcement of results. The PGC will investigate and issue a decision within 15 days of receipt. **complaints@nrsp.org.pk**
Expected Date for Contract Award	The entire process, from issuance of this RFP to award of contract, is expected to be finalized within 45–60 days.

III.1 Eligibility Criteria

Proposals are first screened against the mandatory eligibility criteria below. A Bidder/Firm failing to meet any criterion, or failing to submit the required supporting documents, will not proceed to technical evaluation.

Eligibility of Bidder/Firm	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 5 years in Pakistan in the field of IT (Certificate of Incorporation to be attached from SECP or Registrar of Firms with the technical proposal). b) 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) c) Organization/firm must be active authorized partner of Solorwinds (Advance or Higher) To be attached with proposal. d) Must have 5 years' experience in SLA services with Network Monitoring System. (Attach at least three documentary evidences in shape of completion certificates / POs). e) Supplier must have at least two certified professionals from NMS OEMs to provide support during the renewal/SLA period. (Complete CVs with updated certification certificates) f) Affidavit (on Rs.100/- stamp paper) duly signed and attested by Notary public as per format provided in Form E2 with the technical proposal g) Audited financial report or bank statements for the last one year
Details of Owner(s)	The Bidder/Firm must share details of owner(s)/director(s), including names and valid CNIC numbers.
Official Address	The Bidder/Firm must clearly indicate its official physical address (not a post box), official website (if any), contact numbers, and official email address.
Legal Status	A copy of the certificate of incorporation/registration, or other document evidencing legal status, must be provided. If the Bidder/Firm is an association of entities (joint venture), it must include documentation showing the intended or existing association.
Financial Criteria	The Bidder/Firm shall provide evidence — e.g., audited financial report or bank statements for the last one year — showing it has sufficient financial capacity for this contract.
General 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 time prior to issuance of the purchase order/contract, without assigning any reason. NRSP reserves the right to resort to a fresh RFP without providing any reason, and shall not incur any liability on account of such rejection. NRSP reserves the right to modify any terms, conditions or specifications and to obtain revised proposals accordingly. Canvassing of any kind will result in disqualification and may lead to removal of the Bidder/Firm from NRSP's Approved Supplier List.

III.2 Evaluation Methodology

Following the eligibility screening, NRSP's Procurement Committee (PC) will evaluate proposals in two further steps:

1. Technical Evaluation: Technical proposals are scored against the weighted criteria at Section III.3 below (100 marks total). A Bidder/Firm must obtain a **minimum qualifying score of 70** out of 100 to be considered technically responsive. The technical evaluation is conducted, and scored, without reference to the financial proposal.
2. Financial Evaluation: Financial proposals are opened only for Bidder/Firms who meet the minimum qualifying technical score. financial proposals will be opened at pre-announced date, time and venue in the presence of Bidder/Firm representative and communicated to technically qualified Bidder/Firms through email. Financial proposal of those suppliers who are not technically qualified will be returned un-opened. The contract is recommended for award to the technically qualified Bidder/Firm offering the lowest evaluated financial proposal. This process should normally take about 30 to 45 days.

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

III.3 Technical Evaluation Criteria

S. No	Description	Max Marks	Remarks		Min Marks
1	Company Profile	15	Established and working for more than 5 years	15	10
			Established and working for 5 year or less	10	
2	Presentation and compliance with required technical specifications of software	40	Exceeds the required specifications	40	40
3	Clients to whom the proposed type of hardware	30	Supplied to more than 3 clients	30	10
			Supplied to 3 clients	25	
			Supplied to 2 clients	15	
			Supplied to 1 client	10	
4	Level of partnership with Principle	15	Elite or equal	15	10
			Advance or equal	12	
			Others	10	
	Total Marks	100			70

IV.1 Introduction of NRSP

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 the Companies Act 2017 (repealed Companies Ordinance 1984). NRSP's mandate is to alleviate poverty by harnessing people's potential and undertaking development activities in Pakistan. It has a presence in 72 districts across all four provinces, including Azad Jammu and Kashmir, through Regional and Field Offices, and currently works with more than 3.87 million poor households organized into a network of 257,671 Community Organizations.

IV.2 Background

National Rural Support Programme (NRSP) is largest provider of Microfinance services in Pakistan. Since NRSP has deployed Solorwinds HCO in primary data center, Sihala, Islamabad. which need yearly renewals and technical support services. The detail specification of the required renewals is given below in section 3. Since NRSP has deployed its IT system across NRSP branch network so there is need to monitor and observe IT infrastructure effectively and help to drive operational resilience of NRSP most critical systems. The detail specification of the network monitoring systems is given in IV.3.

IV.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 will supply, renew and support the NMS.
Below is the complete list of technical details to be renew under this tender.

Item Name	Qty
Renewal of SolarWinds Observability Self-Hosted Advanced A50 (up to 50 nodes) - Annual Subscription, Technical Support Services & Online Monitoring of Devices	01

IV.4 Scope of work

a) Below is the complete scope of services

Below is the complete technical specifications and scope for the required Services.

a) Onsite/remote Technical Support (12/7/365) on the NMS issues.
b) Online remote monitoring (12/7/365) of devices & communicate critical alerts to NRSP IT Team through (WhatsApp Group & Email/Telephone both).
c) Configure / re-configure and deploy all available licensed features and vender should ensure it must be fully intact.
d) To preform preventative measure and submit report for NMS on Monthly/Quarterly basis.
e) Training for NRSP IT Staff.
f) Visit to data center sites as per requirement of NRSP IT or as per need.
g) Any other task related to NMS.

Below mentioned Timelines for NMS services will be applicable.

S#	*Key Point Indicators*	*Value*
1	Initial Response time	1 Hour
2	On Site Rectifications *(within)*	3 Hrs.
3	NOC Remote Team availability	12x7x365
4	Configurations (Critical, Normal)	(1 Hr, 3 Hrs)
5	Mandatory Visit at Site	1 x Monthly

NRSP data center is located at Japan Road, Sihala, Islamabad, NRSP will sign the SLA with the successful organization/firm initially for one year with option to extend it for further year(s).

IV.5 Deliverables

Solutions and software delivered as per details given in section IV.3 and IV.4.

The **financial proposal** shall contain the following information:

i. Financial Proposal Submission Form (Form F1) Annex VI
ii. Price details for license/software cost, yearly maintenance cost, any cost of optional services, local service charges etc. including all applicable tax, (License cost for 1 year, any additional module, application, professional cost, support cost and operation and maintenance etc. (Form F2)
iii. Delivery time required for each item. (Form F2)
iv. Validity of the financial proposal. (Form F2)
v. Other terms and conditions (if any).

Fees and payment Schedule	Payment will be quarterly after submission of service document containing or supported by task details (remote monitoring & Technical Support) performed and monthly KPI reports. 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.
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 Duly acknowledged Delivery Challan/acceptance Certificate.
Bid Security	All suppliers shall furnish Security Deposit equivalent to 2% of the total Cost of Deliverables/Financial Proposal 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 suppliers, NRSP will return / release the earnest money to the unsuccessful suppliers.
Performance Guarantee.	Successful suppliers need to furnish the Insurance Guarantee from AA rated company for the 5% of the cost of the total systems to be delivered/ordered for the period of 01 years.
Time for Completion	The Bidder/Firm shall complete the activation of licenses with confirmation with oracle within **30 working days** from the date of PO, at PR site, unless otherwise agreed in writing.
Warranty & Maintenance	The supplier shall be fully responsible for the defected items and will be responsible to replace at his own cost with the same make/model of the solution. All the proposed solution should have one year warranty (24/7/365) from the date of commissioning
Termination	NRSP may terminate the contract for convenience (without default by the Bidder/Firm); for default (failure to perform contractual obligations, e.g., non-delivery, failure to meet specifications, warranty violations); for corrupt or fraudulent practices; for insolvency; or for force majeure. Except where a shorter period applies under law, NRSP will provide a minimum of 30 days' written notice of termination (60–90 days where new bids must be solicited to replace the terminated scope).
Dispute Resolution	Any dispute arising from or in connection with the contract shall first be resolved amicably through mutual consultation or conciliation. If unresolved, the dispute shall be referred to arbitration in Islamabad in accordance with the Arbitration Act, 1940. In case of litigation, NRSP shall be represented by its appointed legal counsel.
Delivery Schedule	The Selected Bidder/Firm must undertake to deliver the licenses ordered 3-4 Weeks, to NRSP Data Center Sihala Islamabad within the

	time offered in the proposals from the date of the Purchase Order/Contact. However, Delivery schedule may be changed under special circumstances at the discretion of NRSP.
Duration of contract	A Contract/agreement will be signed with successful Bidder/Firm initially for one year with an option to renew the same for next year(s) for timely provision of appropriate services and method of payment. Failure to meet the conditions of the agreement will result in cancellation of the contract/agreement at the risk and cost of the Firm.
Placement of Order and Acceptance	The supplier shall give acceptance of the Proposal within 3 days from the date of sharing, failing which, the Purchaser shall have right to cancel the PO.
Authorized Signatory	The Bidder/Firm 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 Bidder/Firm should furnish proof of signature of the authorized personnel for above purposes *as* required by the NRSP.

Section VII: Code of Conduct, Fraud Policy and NRSP AML/CFT Policy

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 agreements that they are competent to perform; and will only assign staff or engage colleagues with knowledge and expertise relevant to the agreement.
3. Before accepting any agreement will establish with NRSP realistic expectations of the objectives, scope, expected benefits, work plan and fee structure of the agreement.
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 agreement when they believe their objectivity or integrity may be impaired.
8. Will inform NRSP immediately if there is any change is 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 an agreement.
11. Will not offer commissions, gift, bribe, remuneration, or other benefits from himself or from a third party in connection with any agreement 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 agreements, 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

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.

S.#	MANDATORY ELIGIBILITY CRITERIA	Yes	No
1	Must be registered with SECP or Registrar of Firms in Pakistan and working for the last 5 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	Organization/firm must be active authorized partner of Solorwinds (Advance or Higher) To be attached with proposal.	☐	☐
4	Must have 5 years' experience in SLA services with Network Monitoring System. (Attach at least three documentary evidences in shape of completion certificates / POs).	☐	☐
5	Supplier must have at least two certified professionals from NMS OEMs to provide support during the renewal/SLA period. (Complete CVs with updated certification certificates)	☐	☐
6	Affidavit (on Rs.100/- stamp paper) duly signed and attested by Notary public as per format provided in Form E2 with the technical proposal	☐	☐
7	audited financial report or bank statements for the last one year	☐	☐

Annex I: Mandatory Eligibility Criteria (Form E1)

Form E1

Signature: _____

Name: _____

Date: _____

Annex II: Declaration of Eligibility (Form E2)

(Should be submitted on Rs. 100 stamp paper, duly attested by a Notary Public)

In response to **RFP #: 0001-RQ-2741**, the undersigned hereby declares that:

1. Our proposal/bid is valid for a period of 90 working days from the last date for the submission.
2. 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.
3. 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.
4. 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.
5. We have not been convicted of an offence concerning professional conduct by any judgment.
6. We have not been guilty of grave professional misconduct proven by any means which the NRSP can justify.
7. 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.
8. Have no relation, direct or indirect, with proscribed individual/entities/politically exposed person/s or terrorists' organizations.
9. Not or never prosecuted under Schedule 4 of the proscribed persons under NACTA for AML/CFT.
10. 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.
11. 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 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.
12. Are not guilty of serious misinterpretation in supplying information.
13. Are not in situations of conflict of interest (with prior relationship to project or family or business relationship to parties in NRSP).
14. Have no relation, direct or indirect, with any terrorist or banned organizations.
15. Are not blacklisted by any Local/International organization, PPAR, SPPRA, Government/semi-Government department, NGO or any other company/organization.
16. Have no relation, direct or indirect, with proscribed individual/entities/politically expose person(s).
17. Are not on any list of sanctioned parties issued by the Pakistan Government, DIFD, USAID, UN agencies, UNSCR, NACTA, European Union and others.
18. Have not been reported for/under litigation for child abuse.

Full Official Name: _____

CNIC No: _____

Signature: _____

(Should be attested by Notary Public)

Annex III: Checklist for Bidder/Firm/Firm on Legal & Regulatory Compliance

#	Likelihood	Yes	No	N/A (if not applicable)
1	Does the Bidder/Firm/Firm regularly file its financial statements with the regulator?			
2	Does the Bidder/Firm/Firm have a board-level Risk Management Committee to review risks?			
3	Does senior management regularly review and approve the returns filed with the regulator?			
4	Does the Bidder/Firm/Firm submit tax returns on a regular basis?			
5	Does the board review progress reports submit to regulators and/or development partners?			
6	Do senior management and the board ensure that all activities comply with the requirements of the regulator and/or development partner?			
7	Has any penalty been imposed by a regulator on the Bidder/Firm/Firm for non-compliance in the last two years?			
8	Are there any instances reported in the past year that may have negatively impacted the Bidder/Firm/Firm's reputation?			
9	Were financial statements regularly filed with the development partner and the regulator during the last 24 months?			
10	Were any claims rejected by development partners in the past year due to discrepancies?			
11	Has the Bidder/Firm/Firm engaged in any activity that does not have a strong link with our organization's objectives and mission statements?			
12	Has there been any reported incidence during the last two years of mismanagement of funds, including embezzlement or misuse?			
13	Has there been any reported incident during the last two years of GBV/SEA/SH, including misconduct or conflict of interest?			
14	Has a code of conduct been developed and enforced at all levels to establish ethical standards and guidelines for staff?			

Official Full Name: _____

CNIC No: _____

Signature: _____

Annex IV: Technical Proposal Submission Form T1

[*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. 0001-RQ-2741

Sir,

We, the undersigned, offer to provide the equipment & services for NRSP, in accordance with your Request for Proposal dated 7th November, 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.:

Annex V: Technical Compliance / Specification Confirmation Sheet (Form T2)

Bidder/Firms must complete this sheet, confirming compliance with each required specification, and attach supporting datasheets/catalogues/brochures.

S#	Technical Description, Specifications and Standards Required	Compliance Yes / No
1	Renewal of SolarWinds Observability Self-Hosted Advanced A50 (up to 50 nodes) - Annual Subscription, Technical Support Services & Online Monitoring of Devices	
2	Onsite/remote Technical Support (12/7/365) on the NMS issues.	
3	Online remote monitoring (12/7/365) of devices & communicate critical alerts to NRSP IT Team through (WhatsApp Group & Email/Telephone both).	
4	Configure and deploy all available licensed features and vender should ensure it must be fully intact.	
5	To preform preventative measure and submit report for NMS on Monthly/Quarterly basis.	
6	Training for NRSP IT Staff.	
7	Visit to data center sites as per requirement of NRSP IT or as per need.	
8	Any other task related to NMS.	

Bidder/Firm/firm Name: _____

Signature: _____

[*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. 0001-RQ-2741

Sir,

We, the undersigned, offer to provide the equipment & services for NRSP, in accordance with your Request for Proposal dated 7th November, 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.:

Annex VII: Financial Proposal Form (Form F2)

Bidder/Firms must complete this form (or an itemized equivalent) for each site, quoting firm, fixed unit rates in PKR, inclusive of all applicable taxes, transport, license renewal and technical support charges. This form constitutes the Financial Proposal and must be enclosed in the sealed "Financial Proposal" envelope described at Section II.

S. No.	Description	Make/Model	Qty	**Unit Price**	**Total Price**
1	Renewal of SolarWinds Observability Self-Hosted Advanced A50 (up to 50 nodes) - Annual Subscription		01		
2	Technical Support & Online Remote Monitoring of Nodes		01		
Sub Total:					
Sales Tax on subscription & support licenses					
Grand Total: (Including all charge and taxes)					

Validity of Proposal:

Delivery Time:

Any other details or terms & conditions: -

Signature: _____

Name: _____

Date: _____

Annex VIII: Proposal Submission Checklist (Form P1)

Bidder/Firms are encouraged to use this checklist to confirm their submission is complete before sealing their envelopes. An incomplete submission may be declared non-responsive under Section II (Rejection of Proposal).

#	Document	Enclosed	N/A
1	Signed cover letter / technical proposal narrative		
2	Valid NTN certificate		
3	Valid GST (Sales Tax) registration certificate		
4	Certificate of incorporation/registration (legal status)		
5	CNIC copies of owner(s)/director(s)		
6	Proof of official address, website (if any), contact numbers and email		
7	Audited financial statements (last 01 year) or bank statement demonstrating financial capacity		
8	Evidence of relevant past experience — completion certificates, purchase orders		
9	NMS datasheets, catalogues and/or brochures for all major items		
10	CVs of certified professionals		
11	partnership with the principle		
12	Annex I-Mandatory Eligibility Criteria (Form E1)		
13	Annex II-Declaration of Eligibility (Form E2)		
14	Annex III-Checklist for Bidder/Firm/Firm on Legal & Regulatory Compliance		
15	Annex IV-Technical Proposal Submission (Form T1)		
16	Annex V - Technical Compliance / Specification Confirmation Sheet (Form T2)		
17	Annex VI- Financial Proposal submission Form (F1)		
18	Annex VII-Financial Proposal Form (F2)		