



National Rural Support Programme

National Rural Support Programme

IRM Complex, 7, Sunrise Avenue, Park Road, Chak Shehzad,
Near COMSATS University, Islamabad. Ph: +92-51-8746170-3

Date: November 08, 2024

Tender No. NRSP/ADC/RQ-1884

Request for Proposals (RFP)

For the purchase of

Application Delivery Controllers (ADC)

for

National Rural Support Programme (NRSP)

Newspaper Advertisement



NRSP
National Rural Support Programme

TENDER NOTICE

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

S. No	Description	Qty
1	Application Delivery Controllers with 3 Years warranty	4 Each
2	Subscription Licenses for 3 years	4 Each
3	Professional Services, Software upgrades, 24x7x365 Technical Support 3 Years	4 Each
4	Certification & Trainings	1 Job

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 **November 22, 2024 till 3:00pm** to the undersigned office at Islamabad. NRSP reserve the right to accept or reject any/all proposals without any reason thereof or funding constrains.

**In-charge Procurement, National Rural Support Programme,
IRM Complex, #7 Sunrise Avenue, Park Road, Chakshahzad, Near COMSATS
University, Islamabad, Ph: 051-8746170-3, procurement@nrsp.org.pk**

Details & Timelines

1.	Date of availability of tender documents(RFP) on NRSP website	8th November, 2024
2.	Last date and time for sending queries/question or clarifications by suppliers	11th November, 2024 by 3:00 p.m.(PST)
3.	Last date and time for reply of queries/question or clarifications by NRSP	13th November, 2024 by 5:00 p.m.(PST)
4.	Last date, time and address for receipt of Tender Documents/Technical Proposals (in hard copies)	22nd November, 2024 by 3:00 p.m.(PST) 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	22nd November, 2024 by 3:30p.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: procurement@nrsp.org.pk . The email query should clearly mentioned the following details, so that in case of any clarification, the same maybe issued to them: <ul style="list-style-type: none"> Name of Company, Contact person, Mailing address, Telephone No. Email address, Mobile No. etc

Note: Proposals will be opened in presence of the supplier representative who choose to attend the opening sessions

1. Introduction

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

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

2. Background

National Rural Support Programme (NRSP) is largest provider of Microfinance services in Pakistan. Since NRSP has deployed its IT system across NRSP branches network so there is need to implement Secure Application Delivery Controller for Availability, Acceleration, and Control in NRSP data center Islamabad. The detail specification of the required Application Delivery Controller are given below.

3. Procurement details.

The project scope spans around both data centers of NRSP Islamabad and Lahore. The selected firm will supply, install, configure, and test, support Application Delivery Controllers and allied equipment. The selected firm will also be responsible for integrating the newly installed Solution with NRSP existing network. The selected firm is expected to use the international 'best practices' in delivering the services with in time, cost and quality. Maintenance and support services will have to be provided by same firm during warranty period.

The successful firm will be responsible for:

- a) Supply of proposed solution
- b) Plan, Design and implement ADC as per Network & Infrastructure
- c) Complete Installation/Commissioning of proposed solution
- d) Smooth and timely User Acceptance Test
- e) Project management for supply of goods, support, warranty and services for the entire project.

Below is the complete list of ADC Solution to be purchased under this tender.

Technical Specifications

APPLICATION DELIVERY CONTROLLERS

S#	General Requirements (Non-Compliance shall lead to the rejection of Bids)
1	Must be in Gartner MQ for ADC products any year
2	Must have conformance and interoperability with IPv6 Ready
3	Must Be Compatible with Existing HCI system of NRSP
4	Must Have OEM Presence in Pakistan for Minimum 5 Years
5	Must Have Minimum 3 Deployments by OEM in Pakistan
6	Must Quote 3 Years 24/7 Technical OEM Support from the date of commissioning
7	Must Quote Onsite Installation and Configuration by OEM
8	Must Quote Onsite Certification and Training for 3 Participants by OEM

ITEM NO. 01	APPLICATION DELIVERY CONTROLLER	Qty= 04
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S#	Technical Description, Specifications and Standards Required
1.1	Memory \geq 8 GB, Compute (Virtual) \geq 4 Cores or higher
1.2	Bandwidth Capacity: \geq 3 Gbps or higher
1.3	L4 Maximum Concurrent Connection \geq 2,000,000 or higher
1.4	L4 connections per second (CPS) \geq 120,000 or higher
1.5	L7 Request per second \geq 35,000 or higher
1.6	The ADC should have Layer 4 and Layer 7 load balancing support
1.7	Support link load balance, include inbound and outbound traffic load balance and Support backup between different links
1.8	Support L4/L7 based server load balance, one device can support load balance for different application and server clusters, and Support multiple load balance algorithms
1.9	Provide global load balance for multiple sites, using intelligent DNS and other method to provide best access to different DC or different link
1.10	Single device can support link load balance, global load balance and server load balance. The three modules must be active at the same time, no need extra licenses
1.11	Support following Server load balance algorithm: Round Robin, Weighted Round Robin, weighted least connection, Dynamic feedback, Least respond time, priority, Hash, UDP force load balance. Support following Link Load balance algorithm(outbound): Round Robin, Weighted least traffic, bandwidth rate, round trip time Support following Link Load balance algorithm (DNS): Round Robin, Weighted Round Robin, weighted least connection, first in available, Round Robin, Weighted Round Robin, weighted least connection, round trip time, priority, Hash, return all IP
1.12	Support lightweight, high-level, multi-paradigm scripting language (for example Lua) to define traffic processing, to do load balance, Session persistence, DNS request handling etc
1.13	For non-HTTP based application, can use protocol analysis to get the session message start and end status, able to load balance based on this message object as L7 load balance method, not L4 based load balance
1.14	Support session persistence methods: Source IP, cookie based (insert, passive, rewrite), http-header, radius, SSL Session ID
1.15	Support following link monitor: Ping (IPv4&IPv6), TCP based
1.16	Support link redundancy, when one link down, the traffic will swap to other links
1.17	Support active server monitor: SNMP, ICMP, TCP/UDP, TCP Partially Open Connection, FTP, HTTP, DNS, RADIUS, Oracle/MSSQL/MySQL etc.
1.18	Support passive monitor, based on analysis application traffic, to help identify the server status; For HTTP based application is based on http respond code; For other TCP based application can based on RST, 0 window actions

1.19	Support complex monitor, can combine different types of monitors together to meet the requirement of complex application environment
1.20	Provide TCP protocol optimize, improve the user access speed; No need to install any client or agent on user end or server; Not related with OS, Browser. The first-time access can have optimized (one-way acceleration)
1.21	Support pictures optimization, reduce the transfer traffic by changing the picture format (change to Web or JPEG). System will auto select which format to use (based on browser), and no need to change anything on the server side
1.22	Support SSL offload and accelerate
1.23	Support HTTP content compression, using GZIP or Deflate algorithm
1.24	Support HTTP Connection Pool, merge multiple HTTP request into single TCP connection to the server, reduce the server load
1.25	HTTP Content Compression, HTTP Content Caching, HTTP Connection Pool, SSL acceleration features are free, no need extra listens
1.26	Support Intelligent DNS resolve, guide user access from the best link
1.27	Support transparent DNS proxy
1.28	Support various DNS record: A, CNAME, MX, TXT
1.29	Build-in global ISP address pool, no need manually imports and support auto update Support check and edit address pool of any countries
1.30	Support policy routing based on source IP, source port, destination IP, destination port, transport layer protocol, time schedule, admin can customize the time schedule plan
1.31	Support policy route based on domain name or ISP address pool
1.32	Support link busy protection, based on upload/download usage of the link to choose the routing
1.33	Support configures max connections for per server, and max connection a specific user or group access server
1.34	Support elasticity control based on server health status, ADC monitoring the TCP abnormal status, provide busy protection to the servers running low of resource
1.35	If the connection is higher than the server performance, ADC will keep the new session to caching, and distribute to server slowly, not abandon the connection
1.36	Support L4 DDOS attack protection: ICMP-Flood, SYN-Flood, UDP-Flood, DNS Flood, Script-Flood, TCP full connection attack.
1.37	Support virtual domain AD, single box can be virtual to multiple devices (up to 20). vAD is separated with each other and resource of vAD can be adjusted, support HA, auto-reboot when failure, support interface physical status pass-through
1.38	Build-in report center, support manually generated report or auto generate report. Support export report to PDF
1.39	Support statistics for link and server status, can search for server status log, and provide analysis for the failure reason
1.40	Support global intelligent DNS statistics, include access number, based on Local DNS source
1.41	Support web-based management, login with HTTPS method

1.42	Support SNMP v1/v2c/v3, provide standard MIB library and customizable library, can be monitored by 3rd party platform
1.43	Support configuration wizard for link load balance and server load balance
1.44	A built-in alarm system, support email, SNMP trap alarm. Admin can choose which event need to be alarmed (e.g. Server failure, network attack, link down)
1.45	Support RESTful & SOAP API can provide Python and Java SDK. So can integrated with 3rd party platform and secondary development
1.46	Warranty 3 Years

ITEM NO. 02	APPLICATION LOAD BALANCER APPLIANCE SUBSCRIPTION	Qty= 04
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S#	Technical Description, Specifications and Standards Required
2.1	Application Delivery Controllers 3 Years Subscription with 24/7/365 on-site and remote support Professional Services, Software upgrades
2.2	Design Application Load balancer ADC Network and perform changes at all network levels required
2.3	Installation, Configuration, and Deployment of ADC best practices
2.4	Deployment and configurations should be provided by the OEM itself and not a third party or contractor as professional services

ITEM NO. 03	CERTIFICATION AND TRAINING	1 Job
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S#	Technical Description, Specifications and Standards Required
5.1	Trainings and Certifications for 3 NRSP Staff (On-Site)

Details of existing HCI details:

SangFor aServer 3205 (3 Node Cluster)

Compute & Software Virtualization Version: 6.9.1

Storage Virtualization Version: 3.6.1

4. Requirements

- a) Bidder must be registered with SECP/ Registrar of Firms in Pakistan and working for the last 10 years in Pakistan in the field of IT (Certificate of Incorporation to be attached from SECP/Registrar of Firms).
- b) OEM should have minimum of 2 certified Engineers (Locally available in Islamabad and Lahore) as a permanent Employee of proposed solution (current updated CVs with copy of relevant certificates to be attached).
- c) Installation and configurations with respect to NRSP Network design and NRSP Business requirements.
- d) The supplier should provide a plan for Support, Warranty and Services in its technical proposal.
- e) Each and every part/ component required to operate solution being procured or license(s), should be included in deliverable (technical and financial Proposal) and shall be the responsibility of the supplier.
- f) Undertaking for not blacklisted as per provided format.
- g) The supplier must provide Manufacturer Authorization Letter (MAL) to participate in this tender.
- h) Only brand-new solution to be proposed. Refurbished, Grey or smuggled or international warranty products will be not accepted in any case.

5. Eligibility of the Supplier

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

- a) Must be registered with SECP/ Registrar of Firms in Pakistan and working for the last 10 years in Pakistan in the field of IT (Certificate of Incorporation to be attached from SECP/Registrar of Firms).
- b) Solution must have conformance and interoperability with IPv6 ready (Attach Logo).
- c) Solution must be compatible with existing HCI system of NRSP (Attach Compatibility Matrix).
- d) Must have OEM presence in Pakistan for minimum 5 years (Attach Presence Letter)
- e) Must have minimum 3 deployments by OEM in Pakistan. (Attach PO/Contracts/Completion Certificates).
- f) Must quote 3 years 24/7/365 Technical OEM support from the date of commissioning.
- g) Must quote onsite installation and configuration by OEM.
- h) Must quote onsite certification and trainings for 3 participants by OEM.
- i) Supplier must have at least 5 years of experience in selling proposed type of solution.
(Attach documentary evidence in shape of completion certificates)
- j) Supplier must be authorized dealer of the proposed solution and must provide Manufacturer Authorization Letter(s) (MAL) to participate in this tender.
- k) Supplier must have at least two certified professionals from OEM locally (Islamabad and Lahore) of proposed solution to support the offered equipment.
- l) Undertaking of blacklisting as per Form E1.1

6. Submission of Proposals

Proposals will be accepted and evaluated using **Two Stage – Single Envelop Procedure**, The Technical and Financial proposals shall be submitted in a separate sealed envelope clearly mentioned. At first stage only technical proposal should be submitted. Technical and Financial Proposals marked as: -

Technical Proposal - Tender No. NRSP/ADC/RQ-1884

&

Financial Proposal – Tender No. NRSP/ADC/RQ-1884

The cover letter should also specify the validity date of each proposal with point of contact (name, email & contact number) for this tender 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. Company Profile and Copy of last financial year audit report dully signed by the auditor (Form T2)
 - iv. Specific experience for similar assignments (Form T3).
 - v. General experience (Form T4).
 - vi. Qualification and Competence of the proposed team for support for this assignment (From T5)
 - vii. Proposed solution compliance with required specifications, delivery time, installation/ testing/ commissioning plan (Form T6)

- viii. 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.
 - ix. Any other document which could be helpful in the technical evaluation.
 - x. 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) price of each item with complete details, make and model. All applicable taxes and mentioned clearly. Prices should be on DDP (NRSP Data Center, Sihala), Islamabad basis. (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 tenders/ 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 22nd November, 2024 till 3:00 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 22nd November, 2024 till 3:00pm local time to the point of contact given below. Electronic proposals will not be entertained. Any proposals delivered after due date and time will be considered as non-responsive and disqualified from further consideration.
 - h) The proposals should be marked/addressed as:

(Proposal for ADC Solution for NRSP)

Tender# NRSP/ADC/RQ-1884

Procurement Committee,

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.

7. Evaluation Criteria

Supplier has to fulfill the eligibility criteria initially. After qualifying the eligibility criteria, technically evaluation will be checked as per compliance sheet provided in this tender document. After technical compliance and evaluation, successful bidders will be called to submit financial proposals. Financial bids will be opened in front of all bidders. In this case lowest financial proposal will be selected fulfilling all criteria.

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

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

8. Deliverables

Solution and software as per details given section 3.

9. 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.

10. 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.

11. 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.

12. Delivery Schedule

- a) The Selected supplier must undertake to deliver the equipment ordered 10-12 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.
- b) NRSP reserves right to shift the ordered equipment to any location where it has presence, anywhere in Pakistan, either during the warranty.

13. 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 three years warranty (24/7/365) from the date of commissioning as mentioned in the section 3.

14. 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.

15. 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.

16. Currency

All prices shall be expressed in Pakistani Rupees only.

17. Cost of Process

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

18. 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.

19. Deadline for Submission of proposals

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

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

20. 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.

21. 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.

22. 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.
- c. If the proposal is submitted without or less or not in required type the bid security deposit.
- d. If the technical bid is submitted without the Technical Compliance Sheet (Form T6).
- e. If the proposal is received after expiry of the due date and time stipulated for proposal submission.
- f. If the proposal is for refurbished, grey or smuggled or international warranty products.
- g. 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.

23. 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.

24. Proposal Opening and Evaluation

- a. NRSP will open the proposals, in the presence of supplier's representative(s) who choose/authorized to attend, at the time and date mentioned in Tender document at the address mentioned at bidding details.

- b. The supplier's representatives who are present shall sign the sheet evidencing their attendance. In the event of the specified date of proposal opening being declared a holiday for Purchaser, the proposals shall be opened at the appointed time and place on next working days.
- c. Suppliers 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.

25. 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.

26. NRSP's Right to Accept or Reject Any Proposal Or All proposals

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

27. 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.

28. 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.

29. 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.

30. 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

		Yes	No
1	Must be registered with SECP/ Registrar of Firms in Pakistan and working for the last 10 years in Pakistan in the field of IT (Certificate of Incorporation to be attached from SECP/Registrar of Firms with the technical proposal).	<input type="checkbox"/>	<input type="checkbox"/>
2	Solution must be compatible with existing HCI system of NRSP (Attach Compatibility Matrix).	<input type="checkbox"/>	<input type="checkbox"/>
3	Solution must have conformance and interoperability with IPv6 ready (Attach Logo).	<input type="checkbox"/>	<input type="checkbox"/>
4	Must have OEM presence in Pakistan for minimum 5 years (Attach Presence Letter)	<input type="checkbox"/>	<input type="checkbox"/>
5	Must have minimum 3 deployments by OEM in Pakistan. (Attach PO/Contracts/Completion Certificates).	<input type="checkbox"/>	<input type="checkbox"/>
6	Must quote 3 years 24/7/365 Technical OEM support from the date of commissioning	<input type="checkbox"/>	<input type="checkbox"/>
7	Must quote onsite installation and configuration by OEM.	<input type="checkbox"/>	<input type="checkbox"/>
8	Must quote onsite certification and trainings for 3 participants by OEM.	<input type="checkbox"/>	<input type="checkbox"/>
9	Supplier must have at least 5 years of experience in selling proposed type of solution. (Attach documentary evidence in shape of completion certificates)	<input type="checkbox"/>	<input type="checkbox"/>
10	Supplier must be authorized dealer of the proposed solution and must provide Manufacturer Authorization Letter(s) (MAL) to participate in this tender.	<input type="checkbox"/>	<input type="checkbox"/>
11	Supplier must have at least two certified professionals from OEM locally (Islamabad and Lahore) of proposed solution to support the offered equipment.	<input type="checkbox"/>	<input type="checkbox"/>
12	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	<input type="checkbox"/>	<input type="checkbox"/>

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 Tender No. NRSP/ADC/RQ-1884, I/We, the undersigned, hereby declare that:

- Our 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 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 Tender No. NRSP/ADC/RQ-1884

Sir,

We, the undersigned, offer to provide the equipment & services for NRSP, in accordance with your Request for Proposal dated 8th November, 2024. 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.:

Form T2

SUPPLIER PROFILE

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

Signature: _____

Name: _____

Date: _____

Form T3

SPECIFIC EXPERIENCE FOR SUPPLY OF PROPOASED TYPE OF SOLUTION

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

Signature: _____

Name: _____

Date: _____

Form T4

GENERAL EXPERIENCE OF SUPPLIER

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

Signature: _____

Name: _____

Date: _____

Form T5

QUALIFICATION AND COMPETENCE OF PROPOSED TEAM FOR SUPPORT FOR THIS ASSIGNMENT

Personnel Summary (Complete for each Team Member)

Name of Employee:		
Position		
General Information	Name:	Date of Birth:
	Telephone:	
	Fax:	
	Years with Present Employer:	

Employment Record:

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

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

Education:

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

PhD	
MPhil	
Masters	
Other	

Certification:

Name of course/certificate	Brief description

Undertaking:

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

_____ Date: _____

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

Day/Month/Year

Full name of staff member: _____

Full name of authorized representative: _____

Form T6

Compliance Sheet for ADC Solution

APPLICATION DELIVERY CONTROLLERS

S#	General Requirements (Non-Compliance shall lead to the rejection of Bids)	Yes/no
1	Must be in Gartner MQ for ADC products any year	
2	Must have conformance and interoperability with IPv6 Ready	
3	Must Be Compatible with HCI	
4	Must Have OEM Presence in Pakistan for Minimum 5 Years	
5	Must Have Minimum 3 Deployments by OEM in Pakistan	
6	Must Quote 3 Years 24/7 Technical OEM Support from the date of commissioning	
7	Must Quote Onsite Installation and Configuration by OEM	
8	Must Quote Onsite Certification and Training for 2 Participants by OEM	

ITEM NO. 01 APPLICATION DELIVERY CONTROLLER APPLIANCE

S#	Technical Description, Specifications and Standards Required	Yes/No
1.1	Memory \geq 8 GB, Compute (Virtual) \geq 4 Cores or higher	
1.2	Bandwidth Capacity: \geq 3 Gbps or higher	
1.3	L4 Maximum Concurrent Connection \geq 2,000,000 or higher	
1.4	L4 connections per second (CPS) \geq 120,000 or higher	
1.5	L7 Request per second \geq 35,000 or higher	
1.6	The ADC should have Layer 4 and Layer 7 load balancing support	
1.7	Support link load balance, include inbound and outbound traffic load balance and Support backup between different links	
1.8	Support L4/L7 based server load balance, one device can support load balance for different application and server clusters, and Support multiple load balance algorithms	
1.9	Provide global load balance for multiple sites, using intelligent DNS and other method to provide best access to different DC or different link	
1.10	Single device can support link load balance, global load balance and server load balance. The three modules must be active at the same time, no need extra licenses	
1.11	Support following Server load balance algorithm: Round Robin, Weighted Round Robin, weighted least connection, Dynamic feedback, Least respond time, priority, Hash, UDP force load balance. Support following Link Load balance algorithm(outbound): Round Robin, Weighted least traffic, bandwidth rate, round trip time Support following Link Load balance algorithm (DNS): Round Robin, Weighted Round Robin, weighted least connection, first in available, Round Robin, Weighted Round Robin, weighted least connection, round trip time, priority, Hash, return all IP	
1.12	Support lightweight, high-level, multi-paradigm scripting language (for example Lua) to define traffic processing, to do load balance, Session persistence, DNS request handling etc	

1.13	For non-HTTP based application, can use protocol analysis to get the session message start and end status, able to load balance based on this message object as L7 load balance method, not L4 based load balance	
1.14	Support session persistence methods: Source IP, cookie based (insert, passive, rewrite), http-header, radius, SSL Session ID	
1.15	Support following link monitor: Ping (IPv4&IPv6), TCP based	
1.16	Support link redundancy, when one link down, the traffic will swap to other links	
1.17	Support active server monitor: SNMP, ICMP, TCP/UDP, TCP Partially Open Connection, FTP, HTTP, DNS, RADIUS, Oracle/MSSQL/MySQL etc.	
1.18	Support passive monitor, based on analysis application traffic, to help identify the server status; For HTTP based application is based on http respond code; For other TCP based application can based on RST, 0 window actions	
1.19	Support complex monitor, can combine different types of monitors together to meet the requirement of complex application environment	
1.20	Provide TCP protocol optimize, improve the user access speed; No need to install any client or agent on user end or server; Not related with OS, Browser. The first-time access can have optimized (one-way acceleration)	
1.21	Support pictures optimization, reduce the transfer traffic by changing the picture format (change to Web or JPEG). System will auto select which format to use (based on browser), and no need to change anything on the server side	
1.22	Support SSL offload and accelerate	
1.23	Support HTTP content compression, using GZIP or Deflate algorithm	
1.24	Support HTTP Connection Pool, merge multiple HTTP request into single TCP connection to the server, reduce the server load	
1.25	HTTP Content Compression, HTTP Content Caching, HTTP Connection Pool, SSL acceleration features are free, no need extra listens	
1.26	Support Intelligent DNS resolve, guide user access from the best link	
1.27	Support transparent DNS proxy	
1.28	Support various DNS record: A, CNAME, MX, TXT	
1.29	Build-in global ISP address pool, no need manually imports and support auto update Support check and edit address pool of any countries	
1.30	Support policy routing based on source IP, source port, destination IP, destination port, transport layer protocol, time schedule, admin can customize the time schedule plan	
1.31	Support policy route based on domain name or ISP address pool	
1.32	Support link busy protection, based on upload/download usage of the link to choose the routing	
1.33	Support configures max connections for per server, and max connection a specific user or group access server	
1.34	Support elasticity control based on server health status, ADC monitoring the TCP abnormal status, provide busy protection to the servers running low of resource	

1.35	If the connection is higher than the server performance, ADC will keep the new session to caching, and distribute to server slowly, not abandon the connection	
1.36	Support L4 DDOS attack protection: ICMP-Flood, SYN-Flood, UDP-Flood, DNS Flood, Script-Flood, TCP full connection attack.	
1.37	Support virtual domain AD, single box can be virtual to multiple devices (up to 20). vAD is separated with each other and resource of vAD can be adjusted, support HA, auto-reboot when failure, support interface physical status pass-through	
1.38	Build-in report center, support manually generated report or auto generate report. Support export report to PDF	
1.39	Support statistics for link and server status, can search for server status log, and provide analysis for the failure reason	
1.40	Support global intelligent DNS statistics, include access number, based on Local DNS source	
1.41	Support web-based management, login with HTTPS method	
1.42	Support SNMP v1/v2c/v3, provide standard MIB library and customizable library, can be monitored by 3rd party platform	
1.43	Support configuration wizard for link load balance and server load balance	
1.44	A built-in alarm system, support email, SNMP trap alarm. Admin can choose which event need to be alarmed (e.g. Server failure, network attack, link down)	
1.45	Support RESTful & SOAP API can provide Python and Java SDK. So can integrated with 3rd party platform and secondary development	
1.46	Warranty 3 Years	

ITEM NO. 02	APPLICATION LOAD BALANCER APPLIANCE SUBSCRIPTION
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S#	Technical Description, Specifications and Standards Required
2.1	Application Delivery Controllers 3 Years Subscription with 24/7/365 on-site and remote support Professional Services, Software upgrades
2.2	Design Application Load balancer ADC Network and perform changes at all network levels required
2.3	Installation, Configuration, and Deployment of ADC BEST PRACTICES
2.4	Deployment and configurations should be provided by the OEM itself and not a third party or contractor as professional services

ITEM NO. 03	CERTIFICATION AND TRAININGS
--------------------	------------------------------------

S#	Technical Description, Specifications and Standards Required
5.1	Trainings and Certifications for 3 Staff (On-Site)

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 Tender No. NRSP/ADC/RQ-1884

Sir,

We, the undersigned, offer to provide the equipment & services for NRSP, in accordance with your Request for Proposal dated 8th November, 2024. 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 without Sales Tax	Applicable Sales Tax	Total Price with sales Tax
1	Application Delivery Controllers with 3 years warranty		4 Each				
2	Subscription Licenses 3 years		4 Each				
3	Professional Services, Software upgrades, 24x7x365 Technical Support 3 Years		4 Each				
4	Certification & Trainings for 3 persons		1 Job				
Sub Total:							
Installation, testing, configuration (if any)							
Sales tax on Installation, testing, configuration (if any)							
Grand Total: (Including all charge and taxes)							

Validity of Proposal:

Delivery Time:

Bid Security Amount:

Any other details or terms & conditions: -

Signature: _____

Name: _____

Date: _____

Annex-A
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 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 the course of an assignment.
11. Will not offer commissions, gift, bribe, remuneration, or other benefits from himself or from a third party in connection with any assignment to NRSP, and will disclose in advance any financial interests.
12. Will promote adherence to the Code of Conduct and Ethics by all other staff working on their behalf.
13. Strive to treat all persons of NRSP with respect and courtesy in accordance with applicable international and national conventions and standards of behavior;
14. Never intentionally commit any act or omission that could result in physical, sexual or psychological harm to the beneficiaries we serve, or to their fellow workers;
15. Not condone or intentionally participate in corrupt activities or illegal activities. While respecting and adhering to these broader frameworks of behavior,
16. Shall not harass, discriminate, or retaliate against any other consultant/vendor or any member of society.
17. Shall make themselves available and fully participate in all administrative inquiries with completely honesty.
18. No NRSP employees shall solicit anything of value from a citizen or business for services that the NRSP is expected to provide.
19. Shall not remove NRSP property from its assigned place for personal use. Defacing or destroying NRSP property is vandalism and shall be dealt strictly.
20. Will not permit considerations of race, gender, nationality, religion, politics, sexual orientation or social status to influence professional behavior or advice.
21. Will be respectful of those whose wellbeing may be contingent. Will diligently apply objective judgment to all consulting assignments, based on the best information available. Will conduct independent research and analysis where possible, and will consult with colleagues and others who can help inform the judgment.

22. Will not use any services, goods, materials, technology and/or equipment provided by or paid for by NRSP for illegal, inappropriate, or otherwise disruptive activities, or in support of such activities.
23. Shall not place or display non-official notices in NRSP premises without prior written approval from the appropriate authority.
24. Shall not possess unauthorized weapons, illegal drugs, or alcohol on NRSP premises.
25. Shall strictly follow the NRSP's workplace policies while on any NRSP premises.

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

Anti-Money Laundering and Anti-Terrorism Financing Policy

"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.
