



REQUEST FOR QUOTATION (RFQ)

1. Invitation to Bidders

- 1.1. NDRMF - National Disaster Risk Management Fund, is a government-owned non-banking financial intermediary with a corporate structure incorporated with SECP u/s 42 of the Companies Act 2017.
- 1.2. NDRMF, hereinafter shall be termed as “Fund” and/or “Purchaser”, requests for quotations from interested and eligible bidders, through PPRA EPAD System (www.eprocure.gov.pk) against the stipulated requirements Annexure - A, on Delivery Duty Paid (DPP) basis.

2. Eligibility

- 2.1 Interested Bidder should have a proper business address and setup besides complying with the following eligibility/qualification requirements: -
 - a) *Registration with Income & Sale Tax Department and must be active Taxpayer of Income & Sales Taxes.*
 - b) *Specialization in supply of similar services and based in Rawalpindi/Islamabad.*

3. Instructions to Bidders

- 3.1. A bidder shall be selected on basis of being the most advantageous & lowest evaluated responsive quotation provided such bidder meets the qualification/eligibility requirements as referred above.
- 3.2. Bidders are requested to get registered on Public Procurement Regulatory Authority - **PPRA EPAD System** (www.eprocure.gov.pk) to participate in the aforesaid bidding process.
- 3.3. The Bidder is required to offer a competitive price in Pak Rupees. All prices must include all the taxes and duties, where applicable. If there is no mention of taxes, the offered/ quoted price shall be considered as inclusive of all prevailing taxes/ duties. The bidder shall be responsible for all new taxes, if any, levied by the Government until completion of the deliverables. While making a price quote, trend/ inflation in the rate of services in the market should be kept in mind. No request for increase in price due to market fluctuation in the cost of goods and services shall be entertained. Bids shall remain **valid for 30 days**.
- 3.4. Prices offered should be for the entire Service stated in Annex-I on Delivery Duty Paid Basis, modified offers shall straightaway be rejected. Conditional offer shall also be considered as non-responsive Bid.
- 3.5. The Bidder is expected to examine all instructions, terms, and specifications in the RFQ Documents and as indicated PPRA EPAD System (www.eprocure.gov.pk). Failure to furnish all information required or to submit a bid not substantially responsive to the RFQ Documents in every respect shall be at the Bidder's risk and may result in the rejection of its bid.
- 3.6. Indulgence in corrupt and fraudulent practices is liable to result in rejection of bids, cancellation of contracts, debarring and blacklisting of the bidder, for a stated or indefinite period of time.
- 3.7. NDRMF reserves the right to accept or reject any Quotation, cancel process and reject all Quotations. NDRMF shall neither be liable for any such actions nor be under any obligation to inform the Bidders of grounds for rejection, however, may be briefed if solicited.
- 3.8. Quarterly payment against the services rendered, received and accepted through Completion Certificate as endorsed by NDRMF designated official, shall be made within thirty (30) days of submission of claim supported by a copy of the General Sales Tax (GST) invoice showing the amount of sales tax, along with the invoice. In case any tax exemption, the service provider shall provide the documentary evidence to the said effect.

4. Quotation Submission

- 4.1. Quotation should be submitted through PPRA EPAD System (www.eprocure.gov.pk), by or before **1115 hours, 23-Dec- 2025**.

5. Point of Contact for Services

- 5.1. All services shall be rendered as per instruction of DM(MIS) following signing of Contract/SLA.

Manager (Procurement)
NDRMF Office, 5th Floor, EOBI House, G-10/4, Mauve Area, Islamabad
Tel: 051-9108300, 9108377

Hiring a Firm for Website Maintenance and Support Services

1. Scope of Work

a. The scope of website maintenance & support services includes the following: -

- i) Content Updates for already Designed & Developed Pages of the Website
- ii) Addition of any New Feature/Functionality that's a part of the Website's Structure change, within the Scope of the Website.
- iii) Responsiveness of the Newly Designed Page/Section of the website
- iv) Maintenance/Plugins Updates of Existing Portal
- v) Security Audit & Code Level Fixation
- vi) Data Export, Import as per the requirement
- vii) Performance Monitoring & Optimization
- viii) Troubleshooting & Resolution of any Issues

b. NDRMF's Responsibilities:

- i) NDRMF will provide assistance to the Service Provider's representatives in all matters related to the project and;
- ii) Assign a dedicated Project Coordinator to coordinate with Service Provider for all Projects related issues.

c. Service Provider's Responsibilities:

- i) Service Provider will take the responsibility to manage the website as per agreed terms during agreement's time period.
- ii) To perform Content updates whenever required.

d. Service Provider's Support Mode:

- i) Support Services availability will be from Monday – Friday, 9:00 am – 6:00 pm & will be provided on Ad-hoc basis on Saturday/Sunday, if and when required.
- ii) Provide an Email for Development Support.
- iii) Provide an Online link for Correspondence via Online ticketing system
- iv) Schedule as per requirement any Plugin, theme updates w, a report for that will be shared with NDRMF team after such activity.
- v) All Coordination will be done via ticket & email. For Calls/WhatsApp etc. Provide Primary POC for contact: -

Purchaser/NDRMF	Service provider
Mr. Muhammad Sohail, Deputy Manager MIS, National Disaster Risk Management Fund (5 th Floor, EOBI House, Mauve area, Sector G-10/4, Islamabad	
051-9108300 Ext 527	
m.sohail@ndrmf.pk	

e. Service Provider Contact Timings:

Response time for each kind of query is as follows:

Nature of Query	Expected Response/Resolution Time
Content Updates for existing pages	20 – 60 minutes
Bug Fixes, Responsiveness & Troubleshooting	60 – 90 minutes
Maintenance activity for plugin & security related updates	3 – 4 working days
Addition of New Feature/Functionality, within the Scope of the Website along with its responsiveness	Timeline may vary depending on requirements

2. Timelines:

- Website Maintenance and Support Services Period shall be for One Year following date of signing of contract – Extendable subject to satisfactory performance and mutual consent.

3. Payment

- Billing against the annual service charges, shall be made on quarterly basis, under reimbursement mode, after the completion of each calendar quarter.

4. Modification or Variation:

- Any modification or variation of the terms and conditions of this Contract, including any modification or variation of the scope, may only be made by written agreement between the Parties. However, each Party shall give due consideration to any proposals for modification or variation made by the other Party.

5. Applicable Law:

- The Contract shall be interpreted in accordance with the laws of the Islamic Republic of Pakistan.

6. Resolution of Disputes:

- The Purchaser and the Service provider shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute between them under or in connection with the Contract. In the case of a dispute between the Purchaser and the Service Provider, that dispute shall be settled in accordance with the provisions of the Arbitration Act, 1940 of Pakistan

Price Schedule

This form shall be printed on bidder's letterhead with requisite items description, specification, unit and Quantities as illustrated in SECTION V: SCOPE OF WORK

Sr. No	Item Description	Unit	Annual Service Charges - Total Cost (DDP) (PKR)
1	NDRMR's Website Annual Maintenance and Support Service as per Scope of Services (Annex-I)	Lump sum Job	
Total Cost (PKR) Per Annum			
Applicable Sale/Service Tax (PKR)			
Total Cost (PKR) Per Annum Inclusive of all applicable taxes			

“Form of Contract”

THIS Agreement (hereinafter termed as “Agreement”), bearing number _____ entered into, signed and executed, at Islamabad on this _____ day of _____,

BETWEEN

National Disaster Risk Management Fund (NDRMF), having its office located at 5th Floor, EOBI House, Mauve area, Sector G-10/4, Islamabad Pakistan, (Hereinafter shall be termed as “FUND” & “PURCHASER” which expression shall include the successors in office, permitted assigns and legal representatives).

AND

M/s _____, (Hereinafter shall be termed as “SERVICE PROVIDER” which expression shall include the successors in office, permitted assigns and legal representatives), having its Office located at _____.

WHEREAS the Purchaser invited quotations for “Annual Website Maintenance Services as per Annex-I” and has accepted its quotation for the annual services charges amounting to PKR _____ inclusive of all taxes, that shall remain valid till completion of the contract i.e. one year from contract signing, as per the service & maintenance terms, attached hereto:

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

The following documents shall be deemed to form and be read & construed as part of this contract, viz:

Service & Maintenance Scope (Annex-I),
Addendum (if applicable);

Taking into account, payments to be made by the Client to the Service Provider as hereinafter mentioned, the Services Provider hereby concludes an Agreement with the Client to execute and complete the services under the Contract and remedy any shortcomings/ complete the whole process therein in conformity with the provisions of the Agreement.

The Service Provider hereby covenants to pay, in consideration of the acceptance of Agreement, complete all the services and remedying of shortcomings therein, if occurred any, the Agreement Price in accordance with Payment Conditions prescribed in the Agreement.

IN WITNESS whereof the parties hereto have caused this Contract to be executed in accordance with their respective laws the day and year first above written.

For and on behalf of ‘Purchaser/NDRMF’

For and on behalf of ‘Service Provider/ M/s

Name:

Name:

Designation:

Designation:

CNIC:

CNIC:

WITNESSES

Name:

Name:

Designation:

Designation:

CNIC:

CNIC: