National Information Technology Board

REQUEST FOR PROPOSALS (RFP) FOR PROVISION OF 100MB DEDICATED INTERNET SERVICES

Tender No. NITB 2(12)/16

1. Background and Objective:

The National Information Technology Board (NITB) is a premier federal statutory body established under the NITB Act, 2022, operating under the administrative control of the Ministry of Information Technology and Telecommunication (MoITT). NITB has been established as an autonomous corporate body to drive operational excellence; it functions as the principal technological backbone of the Government of Pakistan

In order to enhance its operational efficiency, NITB invites proposals for the provision of Internet Connectivity solution.

The proposed connectivity solution shall provide reliable, high-speed, and scalable internet service to support official operations, departmental connectivity, online services, communication systems, video conferencing, cloud-based operations, and future bandwidth expansion requirements.

This procurement is conducted pursuant to, and shall be governed by, the Public Procurement Rules, 2004 (PPRA), which shall apply in their entirety whether or not explicitly cited in this RFP.

2. Scope of Work

a. Defining the solution requirements to deploy and commission Redundant Internet Connectivity over optical fiber at NITB Head Office in Islamabad.
b. The scope of work includes the provision, deployment, testing, commissioning, configuration, and operational handover of enterprise-grade fiber internet connectivity, including main fiber uplink deployment at Data Center, bandwidth provisioning, public IP allocation, service level commitments, and all associated operational arrangements required for uninterrupted network operations.
c. Based on a successful service commissioning, testing would be commenced for three (3) days.
d. The successful bidder shall follow international best practices and deliver the services within the specified timelines, budget and quality requirements. The successful bidder shall provide all maintenance and support services throughout the contract period.
e. The duration of Service will be for an initial period of two (2) years, extendable for a further period of one (1) year upon mutual consent.

3. Invitation for Bids

NITB invites sealed bids from eligible bidders for provision of Internet Bandwidth Connectivity services. The successful bidder will supply, install, configure, test & maintain equipment (Fiber ODF/ONT) for Internet connectivity. The successful bidder will also be responsible for implementing the technical architecture of the project as described.

4. Technical Specifications

Sr. No.	Description	Specifications / Requirements
1	Main Fiber Uplink Deployment	Deployment and termination of primary fiber uplink connectivity to Main Data Center. The successful bidder will follow the laid down trenches for cable-routes. Measurement as per actual.

2	Internet Bandwidth Provisioning	Initial provision of 100 Mbps CIR (Committed Information Rate) internet bandwidth.
3	Bandwidth Scalability	Compliant Infrastructure and media support for bandwidth upgradability/expansion i.e. up to 200 Mbps.
4	Public IP Allocation	Provision of minimum 16 Live/Public IPs (subnet allocation) for operational requirements.
5	Redundancy and failover Options	The successful bidder to propose redundancy/failover options where applicable.
6	Fiber Termination & Integration	Fiber splicing, termination, testing, and integration with existing network infrastructure.
7	Last Mile Connectivity	Complete last-mile connectivity and associated deployment requirements.
8	Testing & Commissioning	Connectivity testing, speed verification, uptime validation, and operational commissioning SLA documents, support escalation matrix, configuration details, and handover documentation.
9	Documentation & Handover	Compliance with PTA and relevant telecommunications regulations.
10	Regulatory Compliance	Any additional services/accessories required for uninterrupted operations.

5. Minimum Service Level & Support Requirements

The successful bidder shall ensure:

a. Minimum service availability of 99.5% uptime monthly.
b. End to end Premium circuit connectivity.
c. Monitoring live internet traffic patterns via MRTG.
d. Highly available based on bidder own Fiber network.
e. Having Ring connectivity.
f. Having Last mile redundancy.
g. Providing a maximum complaint response time of one (01) hour from the time of fault reporting, with 24/7 technical support availability in Islamabad.
h. Fault resolution/restoration within a maximum period of four (04) hours for minor faults and twenty-four (24) hours for major outages.
i. Submitting a complete support and escalation matrix, including names, designations, email addresses, and contact numbers of all relevant technical, operational, and management personnel for incident handling and escalation purposes.
j. Clearly specifying committed bandwidth, contention ratio, latency, jitter, and packet loss parameters applicable to the proposed service.
k. Notifying the NITB at least forty-eight (48) hours in advance regarding any planned maintenance activity that may impact the services.
l. Maintaining and sharing incident logs, outage reports, and monthly SLA performance reports indicating uptime, downtime, response times, and resolution statistics.

m. Clearly defining service credits and compensation mechanism applicable in case of non-compliance with agreed SLA parameters.
n. Compliance with all applicable laws, regulatory, cybersecurity, and data protection requirements as prescribed by relevant authorities.

6. Financial Proposal

The financial proposal shall clearly specify the following cost components separately:

a. One-time deployment/installation cost.
b. Monthly recurring charges (MRC)
c. Annual recurring charges, if applicable.
d. Cost of customer premises equipment (CPE), routers, modems, media converters, or any other hardware, if applicable.
e. Cost of public IPs, additional bandwidth, or optional services, if applicable.
f. All Applicable taxes, duties, levies, and regulatory charges.
g. No hidden, conditional, or additional charges shall be applicable other than those explicitly mentioned in the submitted financial proposal.
h. The bidder shall provide a detailed breakup of bandwidth pricing, including committed bandwidth, scalability options for future upgrades.
i. Any Value-added Service (VAS) must be mentioned separately with its cost in an itemized way.
j. The Prices and quotations for the services shall be quoted exclusively in Pakistani Rupees (PKR).
k. The financial proposal shall carry a weightage of 30% in the total evaluation.

7. Basic Eligibility Criteria: The bidder:

a. shall be a legally incorporated / registered entity under the Pakistani laws for at least three (3) years.
b. shall be duly authorized by the Pakistan Telecommunication Authority (PTA) to provide internet services and shall possess a valid license or authorization required for the proposed local-loop connectivity.
c. must have valid NTN Number and Sales Tax number and shall be on active taxpayers' list.
d. shall not be blacklisted by any of Provincial or Federal Government Department, Agency, Organization or autonomous body or Private Sector Organization anywhere in Pakistan (Submission of undertaking on legal stamp paper is mandatory).
e. must possess its own optical fiber based last mile infrastructure with direct fiber connectivity on CPE (e.g. media converter/ONT)
f. shall provide 24/7/365 days' technical support through telephone, email, an escalation matrix.
g. must have:

    i. ISO 9001 - Quality Management System (QMS)
    ii. ISO 27701- Privacy Information Management System (PIMS)
    iii. ISO 27001- Information Security Management System (ISMS)

The bidders must comply with these basic eligibility criteria in their entirety. The technical evaluation and subsequent tendering stages shall only proceed for bidders who fully meet these requirements.

8. Project Timelines

The provisioning of the service shall be completed maximum within two (2) weeks or earlier, starting from the date of issuing work order to the successful bidder, unless any justified reason exists as perceived and acknowledged by NITB.

9. Technical Evaluation Criteria

Sr. No.	Description	Marks
1	The bidder should have its own operational fiber deployed, commissioned, managed (local loop license required) Full compliance = 20 marks Partial compliance or non-compliance = 0 marks	20
2	The bidder should have its NOC being commissioned in its own premises (Compliance on letter head). Full compliance = 10 marks Partial compliance or non-compliance = 0 marks	10
3	The bidder should be able to provide onsite support of the WAN link and enterprise devices (Routers/switch) of multiple platforms as and when required (Compliance on letter head). Full compliance = 10 marks Partial compliance or non-compliance = 0 marks	10
4	The bidder should have fully redundant ring Exchange connectivity. The last mile connectivity between DC and CPE must be through two separate paths. Fiber layout map have to be provided with bid / proposal submission. Full compliance = 20 marks Partial compliance or non-compliance = 0 marks	20
5	The annual turnover for each of the last two (2) financial years shall be : PKR 3 billion and above = 20 marks PKR 1.5 billion to below PKR 3 billion = 10 marks Below PKR 1.5 billion = 0 marks Annual audited financial reports are required.	20
6	A presentation (ppt.) to be submitted along with the bids / proposals, mainly demonstrating through facts and figures the Bidder's understanding of the requirements, proposed connectivity architecture and redundancy, performance and security management, SLA/fault management, implementation approach, and capability of the proposed technical team. (Full compliance = 20 marks Partial or non-compliance = 0 marks The relevant supporting documents / evidences shall be provided along with the presentation.	20
7	Total Marks	100
8	Minimum Qualifying Marks	70

The technical proposal shall carry a weightage of 70% in the total evaluation.

The financial proposals of only those bidders who qualify technically shall be opened.

.

10. Tender Details

Tender Reference Number: NITB 2(12)/16

a) Tender Title: Provision of 100mb dedicated internet services
b) Procuring Agency: National Information Technology Board
c) Method of Procurement: Open Competitive Bidding through Single Stage – Two Envelope procedure
d) Bid Submission Deadline: 12.10.2026 at 1100 hours
e) Opening of Technical Bids: 12.10.2026 at 1130 hours
f) Bids Submission: Electronically through E-PADS
g) If the submission date falls on a public holiday, the next working day shall apply.

11. Bid Submission Guidelines

a. 'Single Stage – Two Envelope' procedure will be opted:
b. Technical Proposals and Financial Proposals shall be submitted separately.
c. Bids must be submitted electronically through E-PADS, and each page must be signed and stamped by the authorized personnel.
d. The bidders MUST submit the original Bid Security instrument amounting to PKR 500,000/- to the NITB office on or before the bid submission deadline, and a scanned copy of the same must be submitted electronically along with the bids / proposals.
e. The bids / proposals and the Bid Security shall remain valid for a minimum period of ninety (90) days following the deadline for their submission.
f. The bids prepared in accordance with the instructions must be submitted latest by 12.10.2026 at 1100 hours.
g. A Pre-bid meeting will be held at NITB premises (i.e. Plot No. 24-B, Street No. 06, Sector H-9/1, Islamabad) on 05.10. 2026 at 1400 hours.
h. Queries from potential bidders must reach the office of the Assistant Director (Admn), NITB, located at Plot No. 24-B, Street No. 6, H-9/1, Islamabad, no later than three (3) days prior to the deadline for the submission of bids and proposals. Only written queries will be entertained, and no reliance shall be placed on any oral or verbal clarifications.
i. Technical Bids will be opened on the same day at 1130 hours at NITB office.

12. Instructions to Bidders

a) Interested bidders are strongly encouraged to conduct a site visit prior to bid submission to obtain a precise estimate of project components – specifically regarding the measurement and deployment of fiber optic cabling up to the Data Center – to accurately reflect these costs in their financial proposals. Site visits must be scheduled in advance and coordinated through the Assistant Director (Admn) well before the deadline for bid submission. Failure to inspect the site shall not relieve the successful bidder from responsibility for estimating the proper execution and cost of successfully completing the services.
b) NITB may, for reasons deemed necessary, extend the deadline for the submission of bids and proposals and/or amend the tendering documents through the issuance of a formal notice or corrigendum.
c) All information and documentation forming part of the bid / proposal shall be provided in the English language.
d) The technical proposal shall include details of the proposed solution, methodology, and all other details for successfully providing the services.
e) The financial proposal shall clearly indicate the cost structure for the services – specifically in line with section 6 (Financial Proposal) above. Prices shall be quoted in Pakistani Rupees and shall be inclusive of all applicable taxes and duties. The quoted prices shall remain fixed and shall not be subject to adjustment during the validity of the proposal, and performance of the resultant contract.
f) The bidders must disclose any conflict of interest that directly or indirectly impacts the impartiality or neutrality of the tendering process or the award of the contract. Failure to comply with this condition may result in the cancellation of the contract award and/or the blacklisting of the bidder involved.
g) Incomplete bids / proposals not submitted through E-PADS, or not conforming to the requirements of this RFP shall be rejected.
h) During the evaluation, no amendments in the proposal shall be permitted. NITB may, however, seek clarifications regarding a proposal for evaluation purposes, provided that this does not result in a substantive change to the substance of the proposal.
i) NITB at any stage of the procurement proceedings, having credible reasons for, or prima facie evidence of any defect in the capacity or otherwise of a bidder, may require the bidder to provide such further information concerning the professional, technical, financial, legal or managerial competence.

j) NITB reserves the right to disqualify any bidder that has provided false, fabricated, incomplete or incorrect information.
k) NITB reserves the right to reject any or all the bids and to annul the bidding process at any time, without thereby incurring any liability towards the bidders as per Rule 33 of PPRA Rules, 2004.
l) Bid Security instrument shall be returned to unsuccessful bidders within thirty (30) days following the award of the contract to the successful bidder.
m) If the bidder fails to render services for any reason - including failure to submit the Performance Guarantee – the contract may be awarded to the next ranked / next lowest evaluated responsive bidder, provided that such bidder has also met the minimum qualifying score. Furthermore, the Bid Security of the defaulting bidder may be forfeited, and the bidder may be blacklisted from participating in future tendering processes.
n) The grievance from a bidder, if any, shall be dealt with as per Public Procurement Rules, 2004.

13. General Terms and Conditions

a) Issuance of the letter of award shall constitute the basis of agreement with the successful bidder.
b) The successful bidder shall submit a Performance Guarantee equal to ten percent (10%) of total contract price, issued by a scheduled bank in the form of a bank guarantee drawn in favor of the 'National Information Technology Board', within ten (10) days of the issuance of the letter of award. The Performance Guarantee shall remain valid throughout the contract period and until all contractual obligations, including the settlement of outstanding claims, have been fulfilled.
c) The bidder shall ensure provision of services in accordance with the timelines specified, and shall maintain continuous coordination with NITB.
d) Subcontracting or assignment of the services is strictly prohibited unless explicitly permitted in writing by NITB. In the event that such subcontracting or assignment is authorized, the successful bidder shall remain fully responsible and liable for the performance of all obligations under the resultant contract.
e) A contract may be signed with the successful bidder, or a Purchase Order (PO) may be issued, as deemed appropriate by NITB.
f) The documentary evidence supporting bidders' compliance with the requirements of this RFP must be submitted along with the proposals.

14. Confidentiality

a) The bidder shall ensure that all service-related information remains strictly confidential and is not disclosed without prior written approval from NITB, except as otherwise required by applicable laws or regulations.
b) The proposals submitted may be used and disclosed by NITB, with the exception of financial proposals, as deemed necessary by NITB. However, proprietary commercial information explicitly marked as confidential by the bidder shall be treated as such, subject to applicable legal disclosure requirements.

15. Payment Terms

a) Payment for successfully delivered services, duly acknowledged by NITB, shall be made within thirty (30) days of receipt of the invoice(s).
b) All applicable taxes at the time of payment shall be deducted from the payments made to the successful bidder.
c) In the event of any delay in the provision of services, a penalty equal to one percent (1.0%) of the total contract price per day of delay shall be imposed on the successful bidder, which may be deducted from any amounts payable by NITB or from the Performance Guarantee.
d) The Performance Guarantee (provided it has not been encashed in full) shall be released following the complete fulfillment of all obligations by the successful bidder under the resultant contract or purchase order.

16. Award of Contract

The contract shall be awarded to the highest-ranked / most advantageous bidder whose proposal is determined to be substantially responsive and compliant with the requirements of this RFP.