NITB-4(442)/2026

Request for Proposal (RFP)

Design, Development and Support of Sovereign Agentic AI Assistant for the

Ministry of Information Technology

Prepared by: National Information Technology Board

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1. Data Sheet

Item	Details
Procuring & Executing Agency	National Information Technology Board (NITB)
Beneficiary	Ministry of Information Technology & Telecommunication (MoITT)
Procurement Method	Open Competitive Bidding – Single Stage Two Envelope
Bid Submission	The Bid submission on **EPADS is mandatory**. Bids submitted only in physical will not be entertained. Bids are also required to be submitted in Hard copy with One Outer Envelope Having Proposal Name and Firm Nam. Inside Outer Envelope there should be Two envelopes (One Technical Proposal and One Financial Proposal). The Bid bond shall be submitted in separate envelope concealed in Technical Bid envelop.
Bid Security	PKR 2,500,000 (Bank Guarantee/Pay Order/Bank Draft) valid 120 days
Bid Validity	90 days from bid submission deadline (extendable by mutual agreement)
Contract Type	Turnkey (Supply + Services) with 24-month Support
Lots	Lot 1: Hardware; Lot 2: Software & Deployment; Lot 3: Support (24 months)
Delivery Location	NITB-designated facility/facilities in Islamabad/Rawalpindi
Pre-Bid Meeting	13th February 2026 11:00 am in the Committee room of NITB
Technical Bid Opening and Bid Submission Last date	25th February 2026 04:00 PM Bid submission deadline 25th February 2026 04:30 PM Bid Opening
Submission Address	DG (PMO)Plot 24B, Street 6, Sector H-9/1, NITB, Islamabad
Clarification Email	faqirullah@nitb.gov.pk

2. Definitions & Interpretation

Unless otherwise specified, terms used in this RFP shall have meanings assigned under PPRA Rules, 2004. In case of conflict, PPRA Rules shall prevail.

- "Procuring & Executing Agency" means National Information Technology Board (NITB).
- "Beneficiary" means Ministry of Information Technology & Telecommunication (MoITT).
- "Bidder" means a firm or consortium submitting a proposal in response to this RFP.
- "Successful Bidder" means the bidder awarded the contract by NITB.
- "Turnkey" means end-to-end delivery including supply, installation, configuration, integration, testing, training, documentation, and support.
- "PAC/FAC" means Provisional Acceptance Certificate / Final Acceptance Certificate issued by NITB.
- "Key Expert(s)" means an individual professional whose skills are critical to performance, and whose CV is evaluated in the proposal. Key Experts must include individuals with PhD-level qualifications in Computer Science, AI, Machine Learning, with formal academic teaching experience.
- "Consultant" means a legally established professional consultancy company or consortium capable of delivering AI systems infrastructure.

2. Executive Summary

The Ministry of Information Technology and Telecommunication (MoIT) is procuring a comprehensive Sovereign Agentic AI Assistant platform for senior government officials. This RFP invites qualified consultants

and technology vendors to submit proposals for a locally-hosted, offline-capable AI system with advanced reasoning, document understanding, and multi-tool orchestration capabilities.

3. Primary Objectives:

- Deliver high-performance hardware infrastructure optimized for AI inference
- Deploy native agentic AI software platform capable of offline operation
- Establish integration with government databases and intranet systems
- Ensure model-agnostic architecture allowing flexibility in model selection
- Provide 24-month comprehensive support and capability upgrades
- Maintain complete data sovereignty with zero external cloud dependencies for core operations
- Build indigenous AI capability aligned with Pakistan's digital transformation vision

4. Project Overview & Background

The Government of Pakistan recognizes AI's strategic importance in enhancing governmental efficiency, decision-making quality, and service delivery. However, dependence on external cloud-based AI systems poses risks to data sovereignty, operational continuity, and information security. This project establishes a sovereign, locally-hosted AI capability serving senior government officials whilst maintaining complete control over system architecture, data, and intellectual property.

5. Scope of Work and Services (Turnkey)

The successful bidder shall provide a complete turnkey solution comprising three lots. Bidders must quote for all lots; partial bids will be rejected.

5.1 Lot 1 – Hardware Supply, Installation & Commissioning

- Supply of AI-optimized compute units (minimum 9 units) as per Annexure F.
- Installation, configuration, burn-in testing, and commissioning at NITB-designated sites.
- Provision of required accessories, cabling, racks (if required), and documentation.

5.2 Lot 2 – Software Platform Deployment & Integration

- Deployment of an offline-first, model-agnostic agentic AI platform.
- Configuration of user roles, security controls, audit logging, and local model management.
- Integration with NITB/MoITT-approved intranet resources and knowledge repositories.

5.3 Lot 3 – Training, Support & Enhancements (24 months)

- Helpdesk, L2/L3 support, patching, bug fixes, and quarterly feature enhancements.
- Onsite/remote support as per SLA (Annexure H).
- Knowledge transfer and admin training for NITB/MOIT teams.

6. Detailed Technical Requirements

6.1 Solution Architecture

The solution shall adopt a modular, layered architecture comprising: (i) Presentation Layer (web/desktop), (ii) Agent Orchestration Layer, (iii) Model Inference Layer, (iv) Tool/Connector Layer, (v) Data & Knowledge Layer, and (vi) Security & Audit Layer. The architecture must be vendor-neutral and extensible.

- Separation of duties: user UI, agent runtime, tool execution, model inference, and data access must be logically separated.
- All components must run within Government-controlled infrastructure; no mandatory external dependency for core functions.
- Configuration-driven connectors to enable future integration without major re-engineering.

6.2 Hardware Requirements (Minimum)

Item	Minimum	Notes
GPU	≥48 GB VRAM (inference optimized)	Support quantized and full precision inference
CPU	≥32 physical cores	Server-grade; virtualization support preferred
RAM	≥256 GB	To support long context, vector stores, and tool runtimes
Storage	≥4 TB NVMe	High IOPS for model load; separate partitioning preferred
Network	≥10 Gbps	Secure intranet integration and admin access
Power/Redundancy	Reliable PSU/Fan redundancy	As applicable to chosen form factor

6.3 Model-Agnostic Inference & Model Management

The platform must support and demonstrate running multiple open models locally and allow future upgrades without vendor lock-in.

- Support for state-of-the-art LLMs (≥30B parameters or equivalent MoE) and SLMs, including 4-bit and 8-bit quantization.
- Model lifecycle management: import, versioning, rollback, integrity verification (hash), and access control.
- No data shall be sent outside Government infrastructure without explicit written authorization from NITB.

6.4 Agentic Orchestration & Tooling

The system must implement native agentic orchestration beyond a chat interface, supporting multi-step task execution.

- Task decomposition: break complex instructions into ordered steps; maintain task state.
- Tool chaining: invoke multiple tools (document parser, calculator, DB query) within one workflow.
- Guardrails: policy-based allow/deny list per tool, role, and data classification.
- Error handling: retries, fallbacks, and human-in-the-loop approval for sensitive actions.

6.5 Document Understanding & Knowledge Retrieval

- Support ingestion of PDFs, Office documents, and text-based content from approved intranet locations.
- Retrieval-Augmented Generation (RAG) with citations to source documents and metadata.
- Configurable chunking, embedding, and indexing; on-prem vector store.
- Access control must be enforced at retrieval time (RBAC + least privilege).

6.6 Multimodal & Voice (Optional but Preferred)

- OCR for scanned documents (Urdu/English preferred; English minimum).
- Table and chart interpretation from documents.
- High-fidelity on-device voice recognition, Speech-to-text and text-to-speech for English minimum, with optional Urdu roadmap.

6.7 Security, Compliance, Logging & Audit

Security requirements are mandatory and shall be tested during acceptance.

- Encryption at rest (disk/DB) and in transit (TLS).
- Role-Based Access Control (RBAC), MFA for administrators (preferred).
- Comprehensive audit logs: user access, prompt inputs, document access, tool invocations, admin actions.
- Tamper-evident logging and time synchronization (NTP within intranet).
- Vulnerability management: patching plan and secure configuration baselines.

6.8 Performance & Reliability

- Uptime target ≥99.5% during support period (excluding scheduled maintenance).
- Latency targets and throughput benchmarks to be finalized during Phase 1 and validated in UAT.
- Monitoring: system health, GPU utilization, storage, and service status dashboards.

7. Implementation Plan, Deliverables & Acceptance

7.1 Project Phases

Phase	Key Activities	Deliverables	Duration
Phase 1	Hardware delivery, base install, pilot configuration, initial security baseline	Pilot operational (min 5 units), test report	Weeks 1–4
Phase 2	Full rollout, integrations, user training, performance tuning	All units commissioned, UAT sign-off, PAC	Weeks 5–12
Phase 3	Support, monitoring, patching, quarterly enhancements	Monthly reports, quarterly upgrade notes, FAC	Months 4–24

7.2 Acceptance Certificates

- Provisional Acceptance Certificate (PAC): issued by NITB after Phase 2 completion and UAT sign-off.
- Final Acceptance Certificate (FAC): issued by NITB after successful completion of 24-month support period.
- NITB's acceptance shall be final for contractual purposes; MoITT may participate as beneficiary in reviews.

7.3 Documentation Deliverables

- Architecture document, deployment guide, admin guide, user guide, security hardening guide.
- As-built network and system diagrams.
- Runbooks: backup, restore, patching, monitoring, incident response.

8. Instructions to Bidders (ITB)

8.1 Procurement Method

Open Competitive Bidding (Single Stage – Two Envelope) under PPRA Rules 2004.

8.2 Clarifications & Amendments

- Bidders may request clarification up to the deadline stated in Annexure A.
- NITB may issue addenda/corrigenda; bidders must acknowledge all addenda in Annexure I.

8.3 Proposal Language

Proposals shall be submitted in English. Supporting documents may be provided in English/Urdu where applicable.

8.4 Proposal Validity

Bids shall remain valid for at least 90 days from the bid submission deadline.

8.5 Bid Security

Bid security of PKR 2,500,000 is mandatory; failure to submit will result in rejection.

- Form: Bank guarantee/Pay order/Bank draft from a scheduled bank in Pakistan.
- Validity: Minimum 120 days from bid submission deadline.

8.6 Submission Format & Sealing

- Two envelopes inside one outer package: Envelope A (Technical) and Envelope B (Financial).
- Mark envelopes clearly with RFP reference number and 'DO NOT OPEN BEFORE BID OPENING'.
- Submit Original + Copy + USB (PDF) for each proposal.

8.7 Late Bids

Late submissions shall not be accepted.

8.8 Bid Opening

Envelope A (Technical) will be opened first. Only technically qualified bidders will have Envelope B opened.

8.9 Disqualification

- Non-submission of bid security.
- Material deviation from RFP requirements.
- False declarations / misrepresentation.
- Blacklisting / debarment by Government of Pakistan.

8.10 Conflict of Interest

Bidders must disclose any actual or potential conflict of interest as per Annexure K.

8.11 Subcontracting

Subcontracting is permitted with prior written approval of NITB; bidder remains fully liable.

8.12 Fraud & Corrupt Practices

Bidders shall observe the highest standards of ethics. NITB may reject a proposal or terminate contract if corrupt or fraudulent practices are determined.

8.13 Rights of NITB

- NITB may accept or reject any or all bids, and may annul the procurement process as per PPRA.
- NITB may negotiate with the successful bidder on non-material matters where permissible.

9. Eligibility & Qualification Criteria

Bidders must meet the following mandatory requirements (attach evidence in Annexure B checklist).

Requirement	Evidence Required
SECP registration (min 5 years)	Certificate of Incorporation/Registration
FBR registration and ATL status	NTN/STRN and ATL proof
Audited financials (last 3 years)	Audited statements
Relevant experience (min 3 similar projects)	Completion certificates/POs
No blacklisting	Notarized affidavit (Annexure J)

10. Evaluation & Award

10.1 Technical Evaluation (70%)

Criterion	Sub-Criteria (Summary)	Weight
Architecture & Design	Modularity, scalability, vendor neutrality, offline-first	20

AI/Agentic & LLM Capabilities	Demonstrated capability in AI/ML platforms, LLM deployment, agentic orchestration, and availability of Level-3 expertise for LLM deployment and troubleshooting	15
Security, Infrastructure & Operational Capability	Ability to manage secure, high-performance infrastructure, experience in government or sensitive environments, certifications including ISO 9001:2015 (or equivalent), operational maturity	15
Implementation Methodology & Project Management	Quality of implementation plan, governance model, risk management, and availability of a qualified Project Director holding PMP and PMI-Agile certification	10
Relevant Project Experience & Past Performance	Successful delivery of AI/ML systems or infrastructure projects, experience of operating AI technology platforms, relevance and scale of cited projects, client references	15
Team Strength, & Local Capacity	Overall technical team composition, clarity of roles and responsibilities, local presence, and knowledge transfer plan	10
Research & Knowledge Contribution	PhD-qualified experts, applied research, patents, publications, or structured academia–industry collaboration relevant to AI or digital platforms	5
Support, SLA & Sustainability Plan	24-month support model, escalation mechanism, SLA compliance, upgrade and sustainability roadmap	10

Minimum qualifying score: 80/100 in technical evaluation.

10.2 Financial Evaluation (30%)

Financial proposals of technically qualified bidders will be opened. Lowest evaluated cost will receive highest financial score. A standard formula may be applied as per NITB evaluation committee decision.

- All taxes, duties, installation, training, and support must be included.
- Incomplete financial proposal will be rejected.

10.3 Award

Award shall be made to the highest ranked bidder after combined scoring, subject to post-qualification and approval by competent authority.

11. Commercial Terms

11.1 Lots & Pricing

Bidders shall quote lot-wise prices in PKR inclusive of all applicable taxes and duties.

11.2 Payment Milestones

Milestone	Percentage	Condition
Contract Signing, Submission of performance guarantee and placement of Hardware delivery.	20%	Verifiable proof of Hardware order placement.
Hardware Delivery	20%	Delivery & inspection at NITB site
Pilot Acceptance	30%	Pilot acceptance test passed (Phase 1)

Final Deployment Acceptance (PAC)	20%	All units commissioned; UAT sign-off
Retention (FAC)	10%	Released upon FAC after 24 months support

11.3 Performance Security

Performance security equal to 5% of contract value shall be submitted within the stipulated time after award (Annexure E template).

11.4 Liquidated Damages

Delays attributable to the bidder shall attract liquidated damages (LD) as per contract, typically calculated per week of delay up to a maximum cap, without prejudice to other remedies. (See Annexure M).

12. Support, Warranty & Service Levels

12.1 Warranty
- Hardware: minimum 3-year comprehensive warranty (or as offered, but not less than 24 months).
- Software: 24-month maintenance including bug fixes and security patches.

12.2 SLA
Service levels shall be as per Annexure H; SLA breaches may attract service credits/penalties as per Annexure M.

12.3 Reporting
- Monthly operations report covering uptime, incidents, patches, and requests.
- Quarterly enhancement release notes and roadmap updates.

13. Legal & Contractual Provisions
- Governing Law: Islamic Republic of Pakistan.
- Jurisdiction: Courts at Islamabad (unless otherwise specified by NITB).
- Confidentiality and Non-Disclosure: Mandatory (Annexure L).
- Joint Venture is allowed. All JV partner shall be equally responsible for the terms of this RFP.
  - Lead member must satisfy all criteria independently
  - Power of Attorney from all JV partners
  - Signed JV agreement with clearly defined responsibilities
  - Joint and several liability statement
- Termination: For convenience and for default as per Contract (Annexure N – Model Contract).
- IP: All customizations, integrations, and deliverables vest with Government of Pakistan; bidder retains rights to pre-existing tools subject to license.
- Audit & Inspection: NITB may inspect records and systems relevant to contract performance.

ANNEXURES

ANNEXURES (A–N) – Integral Part of this RFP

Annexure A – RFP Schedule & Key Dates

Event	Date/Timeline
RFP Issuance	08th February 2026
Pre-Bid Meeting	13th February 2026 11:00 am
Queries Deadline	20th February 2026
Clarifications/Corrigenda	21st February 2026
Bid Submission Deadline	25th February 2026
Technical Bid Opening	25th February 2026
Technical Evaluation	01st March 2026 (Tentative)
Financial Bid Opening	10 days of Technical Score publication
Award Notification	15th March 2026 (Tentative)

Annexure B – Technical Proposal Submission Checklist

#	Item	Provided (Yes/No)	Remarks
1	Cover letter and bid submission form (Annexure I)		
2	Company profile and registration documents		
3	Technical approach and architecture (Section 6)		
4	Hardware specs filled (Annexure F)		
5	Security architecture and hardening plan		
6	Implementation plan and workplan		
7	Risk register (Annexure G)		
8	SLA acceptance (Annexure H)		
9	CVs of key staff (Annexure D)		
10	Experience references (Annexure C)		

Annexure C – Client References Format

Client/Organization	Project Title	Scope Summary	Contract Value	Duration	Contact (Name/Email)

Annexure D – Key Personnel CV Template

Field	Details
Name	
Role in Project	
Qualifications	
Relevant Experience (years)	
Key Projects	
Certifications	
Availability (Full/Part Time)	

Annexure E – Performance Security (Bank Guarantee) Template

To be submitted on the letterhead of a scheduled bank in Pakistan. Format may be aligned with NITB standard forms.

Item	Requirement
Amount	5% of Total Contract Value
Validity	Until issuance of Final Acceptance Certificate (FAC)
Claim	Payable on first demand without demur
Governing Law	Pakistan

Annexure F – Hardware Specifications Proforma

Component	Minimum	Bidder Proposed	Compliance (Y/N)	Remarks
GPU Model	≥48 GB VRAM			
GPU Count	As required for performance			
CPU Model/Cores	≥32 cores			
RAM	≥256 GB			
NVMe Storage	≥4 TB			
Network	≥10 Gbps			
OS/Hypervisor	Government-approved			
Warranty	≥24 months			

Annexure G – Risk Register Template

Risk ID	Risk Description	Impact	Likelihood	Mitigation	Owner
R1					
R2					
R3					

Annexure H – SLA & Support Matrix

Severity	Definition	Response Time	Resolution Time	Support Window
S1	System down / critical outage	1 hour	4 hours	24x7
S2	Major function impaired	4 hours	24 hours	Business hours + on-call
S3	Minor issue / workaround available	1 business day	3 business days	Business hours
S4	Service request / enhancement	2 business days	As agreed	Business hours

Annexure I – Technical Proposal Submission Form

On bidder letterhead, duly signed and stamped.

Field	Information

Bidder Name	
Address	
Authorized Representative	
Phone/Email	
RFP Reference No.	
Bid Validity Confirmation	We confirm bid validity as per RFP
Addenda Acknowledgement	We acknowledge receipt of all addenda/corrigenda
Signature/Stamp	

Annexure J – Non-Blacklisting / Undertaking (Affidavit)

To be submitted on stamp paper as per applicable law, duly notarized.

* That the bidder is not blacklisted/debarred by any Government of Pakistan entity.
* That the information provided in the bid is true and correct.
* That the bidder agrees to abide by PPRA Rules, 2004 and NITB procurement requirements.

Annexure K – Conflict of Interest Declaration

Question	Response (Yes/No)	Details
Do you have any conflict of interest related to this procurement?		
Do you have any relationship with NITB/MoITT staff involved in procurement?		
Any other potential conflict to disclose?		

Annexure L – Non-Disclosure Agreement (NDA) – Summary Terms

The detailed NDA shall be executed between NITB and the Successful Bidder. Minimum terms include:

* Confidential Information includes all Government data, documents, system designs, and security configurations.
* Confidentiality obligations survive for at least 5 years after contract end.
* No disclosure to third parties without written consent of NITB.
* Return/destruction of confidential materials upon request.

Annexure M – Liquidated Damages & SLA Penalty Schedule

Area	Breach	Penalty/LD
Delivery Delay	Delay beyond agreed milestone date	0.5% of milestone value per week (max 10%)
SLA Breach (S1)	Resolution beyond SLA	Service credit 1% of monthly support fee per incident
SLA Breach (S2)	Resolution beyond SLA	Service credit 0.5% of monthly support fee per incident
Security Non-Compliance	Critical control not implemented	Rectification within 7 days; otherwise suspension of payment

Exact caps and application shall be as per the signed contract and NITB decision.

Annexure N – Model Contract Agreement (Key Clauses)

This Model Contract provides the minimum clauses. NITB may align formatting with its standard templates without changing material intent.

N.1 Parties and Effective Date

This Agreement is made between NITB ("Client/Procuring Agency") and the Successful Bidder ("Supplier/Consultant") on the Effective Date.

N.2 Contract Price and Taxes

The contract price shall be as per the Financial Proposal. All applicable taxes/duties shall be addressed as per Pakistani law.

N.3 Scope, Deliverables and Milestones

Supplier shall deliver as per Sections 5–12 and Annexures, with PAC/FAC issued by NITB.

N.4 Confidentiality and Data Sovereignty

Supplier shall not transmit Government data outside Government-controlled infrastructure without written authorization from NITB.

N.5 Intellectual Property

All custom deliverables, integrations, configurations, and documentation shall vest with Government of Pakistan.

N.6 Warranty and Support

Supplier shall provide warranty and support per Sections 12 and Annexure H.

N.7 Penalties and Liquidated Damages

Penalties/LD shall apply per Annexure M and contract terms.

N.8 Termination

- For Convenience: NITB may terminate with written notice as per applicable rules/contract provisions.
- For Default: NITB may terminate if Supplier fails to perform material obligations.

N.9 Dispute Resolution

Disputes shall be resolved amicably; failing which, courts at Islamabad shall have jurisdiction.

N.10 Force Majeure

Force majeure shall apply for events beyond reasonable control, subject to notice and mitigation.

N.11 Audit and Inspection

NITB may inspect relevant records, logs, and deliverables for audit and compliance purposes.

Note: This RFP has been prepared in accordance with PPRA Rules 2004 and Government of Pakistan procurement regulations.