



Government of Pakistan  
Ministry of Information Technology and Telecommunication  
NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)



**CORRIGENDUM**  
**Request for Proposal for**  
**Renewal of Data Centre Support & Maintenance Services (SLA**  
**24X7 for 3 Years) with Procurement of IT Equipment**

Reference published advertisement (PID(1) 6479/24 for Renewal of Data Centre Support & Maintenance Services (SLA 24X7 FOR 3 Years) With Procurement of IT Equipment dated **March 21, 2025** published in national and local newspapers, changes have been made in RFP document based on the Pre-Bid meeting held on **April 8, 2025**. Interested bidders may download updated RFP from NITB / PPRA websites. The last date for submission of Bid is **23<sup>rd</sup> April 2025 at 11:00 a.m.** Technical proposal shall be opened on the same date at 11:30 am.

**Deputy Director (Admin)**  
National Information Technology Board (NITB)  
Plot 24-B, Street 6, H-9/1, Islamabad, Phone: 051-9265063



Government of Pakistan  
Ministry of Information Technology and Telecommunication  
NATIONAL INFORMATION TECHNOLOGY BOARD  
(NITB)



## Request for Proposal for Renewal of Data Centre Support & Maintenance Services (SLA 24x7 for 3 Years) with Procurement of IT Equipment

National Information Technology Board (NITB) is an autonomous organization enforcing the vision & policy of Federal Government to serve the public in more effective and efficient manner through due advisories and consultancies and provision of e-Governance software applications to public sector organizations so as to focus on cross-cutting e-Governance applications and initiatives that can be replicated across multiple public organizations for better Government to Government (G2G) and Government to Citizens (G2C) services and communication. NITB invites sealed bids from reputed firms registered with Income Tax, Sales Tax departments and which are on Active Taxpayers List of Federal Board of Revenue (FBR) for “**Renewal of Data Centre Support & Maintenance Services (SLA 24x7 for 3 Years) with Procurement of IT Equipment**”

2. Tender/bidding documents, containing detailed terms & conditions and required specifications/categories are available at and can be downloaded from NITB and PPRA websites free of cost. Bids can be submitted electronically through EPADS. For registration and training on EPADS or in case of any technical difficulty in using EPADS, prospective bidders may contact PPRA, 1<sup>st</sup> Floor, FBC building sector G-5/2, Islamabad. Contact number 051-111-137-237.

3. A **Pre-bid meeting** will be held in the premises of the National Information Technology Board (NITB) on **8<sup>th</sup> April, 2025 at 11:00 A.M.**, at Plot no 24-B, Street No. 06, Sector H-9/1, Islamabad.

4. The bids, prepared in accordance with the instructions in the tender/bidding documents, must be submitted on or before **23<sup>rd</sup> April, 2025 at 11:00 AM, Technical Bids** will be opened on same day at 11:30 AM at NITB office.

5. Bids received after the above deadline shall not be accepted and be returned unopened. Bids through E-mail / Fax shall **NOT** be accepted.

6. The Procuring Agency reserves the right to reject any or all the bid and to annul the bidding process at any time, without thereby incurring any liability towards the bidders.

Note:

- For online bid submission, bidders must get registered at EPADS.
- Online bidders **MUST** submit the original Bid Security instrument in the office of the undersigned on or before the bids submission deadline.

**Javed Iqbal Mughal**  
**Assistant Director (Admin)**

National Information Technology Board (NITB)  
Plot 24-B, Street No. 06, H-9/1, Islamabad, Phone: 051-9265063





Government of Pakistan  
NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)  
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Government of Pakistan  
Ministry of Information Technology and Telecommunication  
NATIONAL INFORMATION TECHNOLOGY BOARD  
(NITB)

**RFP for**  
**Renewal of Data Centre Support & Maintenance**  
**Services (SLA 24x7 for 3 Years) with Procurement of IT**  
**Equipment**

Tender No. NITB-4(411)/2025

27<sup>th</sup> March, 2025

[www.nitb.gov.pk](http://www.nitb.gov.pk)

Plot # 24-B, Street # 6, H-9/1, Islamabad.



## Table of Contents

<b>Data Sheet .....</b>	<b>6</b>
<b>Introduction .....</b>	<b>7</b>
<b>1. Invitation to Bids.....</b>	<b>7</b>
<b>1.1. PPRA Rules to be followed .....</b>	<b>7</b>
<b>1.2. Mode of Advertisement.....</b>	<b>7</b>
<b>1.3. Type of Open Competitive Bidding .....</b>	<b>7</b>
<b>1.4. Evaluation Criteria.....</b>	<b>8</b>
<b>2. Instructions to Bidders.....</b>	<b>9</b>
<b>2.1. Language .....</b>	<b>9</b>
<b>2.2. Bid Document.....</b>	<b>9</b>
<b>2.3. RFP Clarifications and Question .....</b>	<b>9</b>
<b>2.4. Pre-Bid Meeting/ Site Survey .....</b>	<b>9</b>
<b>2.5. RFP/ Bid Price .....</b>	<b>10</b>
<b>2.6. Ownership of the Project .....</b>	<b>10</b>
<b>2.7. Confidentiality.....</b>	<b>10</b>
<b>2.8. Notices.....</b>	<b>11</b>
<b>2.9. Joint Venture .....</b>	<b>11</b>
<b>2.10. Corrupt Practices .....</b>	<b>11</b>
<b>2.11. SLA &amp; Penalty .....</b>	<b>11</b>
<b>2.11.1. Severity Levels and Response Priorities.....</b>	<b>11</b>
<b>2.11.2. Penalty for Deliverable Tasks.....</b>	<b>12</b>
<b>2.11.3. Penalty for Support &amp; Maintenance Services .....</b>	<b>12</b>
<b>2.12. Warranty/ Support &amp; Maintenance Services.....</b>	<b>13</b>
<b>2.13. Indemnification .....</b>	<b>13</b>
<b>3. Preparation of Bids .....</b>	<b>13</b>
<b>3.1. Cost of Bidding .....</b>	<b>13</b>
<b>3.2. Bid Security .....</b>	<b>14</b>
<b>3.3. Technical Proposal.....</b>	<b>14</b>
<b>3.4. Financial Proposal .....</b>	<b>14</b>
<b>3.5. Payment Terms/ Schedule.....</b>	<b>14</b>
<b>— WAF &amp; HCI (if replacement solution is offered).....</b>	<b>15</b>



— Backup Solution .....	15
— WAF & HCI (if replacement solution is offered).....	15
— Backup Solution .....	15
3.6. Advice of Omission or Misstatement .....	17
3.7. Bid Validity Period .....	17
3.8. Additional Charges .....	17
3.9. Right to Request Additional Information .....	17
3.10. Right to Modify Scope of Work.....	17
4. Submission of Bids .....	17
4.1. Sealing and Marking of Bids .....	17
4.2. Extension of Time Period for Submission of Bids.....	17
4.3. Manual Bid .....	18
4.4. Modification or Withdrawal of Proposal .....	18
4.5. Submittal Requirements .....	18
5. Opening and Evaluation of Bids.....	18
5.1. Opening of Bids.....	18
5.2. Modification of Bid.....	18
5.3. Missing Information .....	19
5.4. Addendum or Supplement to Request for Proposal .....	19
5.5. Shortlisting of the Bidders .....	19
5.6. Bidder Evaluation .....	19
5.7. Proposal Acceptance .....	20
5.8. Redressal of Grievances by the Procuring Agency.....	20
6. Award of Contract.....	21
6.1. Award Criteria.....	21
6.2. NITB's Right to Accept Any Bid and to Reject Any/ All Bids.....	21
6.3. Notification of Award .....	21
6.4. Signing of Contract.....	21
6.5. Performance Guarantee .....	21
6.6. RFP Response Ownership.....	22
6.7. Integrity Pact .....	22
6.8. Non-Disclosure Agreement .....	22



<b>6.9. Contract Terms and Conditions .....</b>	<b>22</b>
<b>6.10. Mandatory Support and Maintenance Period.....</b>	<b>22</b>
<b>7. Scope of Work.....</b>	<b>23</b>
<b>7.1. Bill of Quantity .....</b>	<b>23</b>
<b>7.1.1. Support &amp; Maintenance Services.....</b>	<b>23</b>
<b>7.1.2. WAF .....</b>	<b>23</b>
<b>7.1.3. HCI .....</b>	<b>24</b>
<b>8. Technical Specifications (New Procurements).....</b>	<b>25</b>
<b>8.1. VM Based WAF.....</b>	<b>25</b>
<b>8.2. HCI.....</b>	<b>26</b>
<b>8.3. Backup Solution.....</b>	<b>28</b>
<b>9. Initial Screening Criteria .....</b>	<b>30</b>
<b>A- Legal and Registration Requirements .....</b>	<b>30</b>
<b>B- Partnership Status.....</b>	<b>30</b>
<b>C- Business Experience and References .....</b>	<b>30</b>
<b>D- Office Presence.....</b>	<b>30</b>
<b>E- Technical Expertise .....</b>	<b>31</b>
<b>F- Service Management .....</b>	<b>31</b>
<b>G- Affidavits and Documentation .....</b>	<b>32</b>
<b>Annexures .....</b>	<b>33</b>
<b>Annexure A – Submittal Requirements for Technical Proposal.....</b>	<b>33</b>
<b>Annexure B – Submittal Requirements for Financial Proposal .....</b>	<b>34</b>
<b>A- Support &amp; Maintenance .....</b>	<b>34</b>
<b>B- WAF and HCI .....</b>	<b>34</b>
<b>C- Backup Solution.....</b>	<b>34</b>
<b>Annexure C – Technical Evaluation/ Compliance of Products.....</b>	<b>35</b>
<b>1A- Support &amp; Maintenance.....</b>	<b>35</b>
<b>1B- WAF (Support Renewal Only).....</b>	<b>35</b>
<b>1C- HCI (Support Renewal Only) .....</b>	<b>35</b>
<b>2- New Procurement.....</b>	<b>36</b>
<b>2A -VM Based WAF.....</b>	<b>36</b>
<b>2B- HCI .....</b>	<b>37</b>



**2C- Backup Solution ..... 39**  
**Annexure D – Integrity Pact ..... 40**  
**Annexure E – Non-Disclosure Agreement ..... 41**





## Data Sheet

<b>Procedure of Open Competitive Bidding</b>	<b>Single Stage - Two Envelope</b> This RFP is available under the Tender link of following websites <a href="https://nitb.gov.pk">https://nitb.gov.pk</a> and <a href="https://www.ppra.org.pk">https://www.ppra.org.pk</a>
<b>Bid Security</b>	2% (Pkr 4,346,259 ) of the Total Cost of the Bid
<b>Performance Guarantee</b>	10% of the Value of the Procurement Contract (to be signed with successful bidder).
<b>Deliverables</b>	<ul style="list-style-type: none"> <li>• Support and Maintenance Renewal of Data Centre Equipment</li> <li>• VM based WAF</li> <li>• HCI Solution</li> <li>• Backup Solution</li> </ul>
<b>Contact Person</b>	Deputy Directory (Admin) Email: <a href="mailto:ddadmin@nitb.gov.pk">ddadmin@nitb.gov.pk</a> Phone: 051-9265063
<b>Language</b>	Proposals should be submitted in English language.
<b>Currency</b>	All prices should be quoted in Pak Rupees.
<b>Taxes</b>	The quoted price should include all applicable taxes.
<b>Proposal Validity</b>	Proposals must remain valid for <b>60 days</b> after the last date for submission of the Proposals.
<b>Bidder Must Submit</b>	Bidder must submit Technical and Financial Proposals through EPAD system of PPRA. However, NITB reserves the right to request and receive hard copies of Technical and Financial Proposals.
<b>Bid Submission Address</b>	NITB, Plot # 24-B, Street # 06, H-9/1, Islamabad.
<b>Pre-Bid Meeting</b>	A Pre-Bid meeting will be held in the premises of the National Information Technology Board (NITB) on 8 <sup>th</sup> April, 2025, at 11 AM at Plot # 24-B, Street # 6, H-9/1, Islamabad.
<b>Bid Submission Date &amp; Time</b>	Both the Technical Proposal & Financial Proposal must be submitted on EPAD on or before 23 <sup>rd</sup> April, 2025 till 12PM. Technical Proposal shall be opened on the same date after 30 minutes of the final submission time ( 12:30 PM).  Note: Any Queries may be forwarded via email and/or postal mail to DD Admin (NITB) within 10 days of publishing of this RFP document.



## Introduction

The National Information Technology Board (NITB) is mandated, inter alia, to undertake and coordinate e-government initiatives at federal ministries/ divisions and departments, provide consulting and advisory services in acquiring and implementing IT solutions as well as for enhancing their performance, quality, and productivity. NITB envisions a digitally developed and IT-enabled Pakistan in the coming years with impeccable IT consultancy services.

As part of this mission, NITB has established a Data Centre to provide essential IT infrastructure and services and is seeking Proposals from qualified vendors for the provision of support and maintenance services for its Data Centre equipment. The original procurement was completed via a competitive bidding process, and the equipment, detailed in the Section "*Scope of Work -> Bill of Quantity*", requires ongoing support to ensure operational efficiency and reliability.

This Request for Proposal (RFP) is for a three-year contract for support and maintenance services, commencing upon the expiration of the current support agreement.

## 1. Invitation to Bids

The National Information Technology Board (hereinafter called "NITB" and/or the "Procuring Agency") invites Bids against this RFP titled "Renewal of Data Centre Support & Maintenance (SLA 24x7 for 3 Years) with Procurement of IT Equipment" from eligible Bidders.

### 1.1. PPRA Rules to be followed

Public Procurement Regulatory Authority (PPRA) Rules, 2004 will be strictly followed. These may be obtained from PPRA's website. In this document, unless otherwise mentioned to the contrary, "Rule" means a Rule under the Public Procurement Regulatory Authority Rules, 2004.

### 1.2. Mode of Advertisement

As per Rule 12, this RFP is being placed online at PPRA's and NITB websites, as well as being advertised in print media. Bidding document containing detailed instructions, terms and conditions and this advertisement can be downloaded from NITB and PPRA websites.

### 1.3. Type of Open Competitive Bidding

As per Rule 36 (b), PP Rules 2004 "Single Stage - Two Envelope" Procedure shall be followed for this RFP.

- The Bidders will be first checked for the initial screening criteria, as per the requirements in 'Initial Screening Criteria' stipulated in this document.



Thereafter, all eligible Bidders shall be shortlisted against the Technical requirements.

- After the evaluation and approval of the Technical Proposals, the Procuring Agency shall open the Financial Proposals of the technically accepted Bids, publicly at the time, date and venue announced and communicated to the bidders in advance, within the Bid validity period.
- The Financial Proposals found technically non-responsive shall be returned un-opened to the respective bidders.
- The contract may be awarded to the Bidder with the lowest financial proposal, having technical advantage, and offering value for the money.
- The Procuring Agency may reject all Bids or Proposals at any time prior to the acceptance of a Bid or Proposal. The Procuring Agency shall upon request communicate to any Bidder who submitted a Bid or Proposal, the grounds for its rejection of all Bids or Proposals, but is not required to justify those grounds.
- The Procuring Agency shall incur no liability, solely by virtue of its invoking Rule 33(1) towards the Bidder who have submitted Bids or Proposals.
- Notice of the rejection of all Bids or Proposals shall be given promptly to all Bidders that submitted the Proposals.

## 1.4. Evaluation Criteria

The evaluation process will follow a structured, three-step methodology to ensure transparency, fairness, and alignment with the project's objectives:

### 1.4.1 Initial Screening

All bids will first be reviewed against the **Initial Screening Criteria** as per Section 9 to confirm compliance with the mandatory requirements specified in the RFP. Only bidders meeting these requirements will advance to the next stage of evaluation.

### 1.4.2 Technical Evaluation

Bidders qualifying through the initial screening will be assessed based on their **Technical Compliance** as detailed in **Annexure C** of this RFP. The evaluation will focus on the bidder's ability to meet or exceed the technical specifications and requirements of the project.

### 1.4.3 Financial Evaluation

Following the technical evaluation, bids from technically qualified bidders will undergo financial evaluation. The **contract may be awarded to the bidder with the lowest financial proposal**, having technical advantage, and offering value for the money provided all other conditions are satisfactorily met.



## 2. Instructions to Bidders

### 2.1. Language

The Bid and all documents relating to the Bid, exchanged between the Bidder and the Procuring Agency, shall be in English. Any printed literature furnished by the Bidder in another language shall be accompanied by an English translation which shall govern for the purposes of interpretation of the Bid.

### 2.2. Bid Document

The Bid document can be downloaded from the NITB and/ or PPRA websites.

### 2.3. RFP Clarifications and Question

To ensure fair consideration for all Bidders, NITB prohibits communication to or with any department, officer or employee of NITB during the evaluation process. No Bidder shall be allowed to alter or modify his Bid after the bids have been opened. However, the Procuring Agency may seek and accept clarifications to the Bids that do not change the substance of the Bids. Any request for clarification in the Bid made by the Bidders shall invariably be in writing through email to DD Admin (NITB) [ddadmin@nitb.gov.pk](mailto:ddadmin@nitb.gov.pk).

### 2.4. Pre-Bid Meeting/ Site Survey

A Pre-Bid meeting may be scheduled to respond to queries of interested bidders. Queries from the Bidders (if any) for seeking clarifications must be received in writing to the NITB. The vendor's relevant technical teams may request a site survey on the same day as the pre-bid meeting.

NITB reserve the right not to address any queries made verbally, over the phone or through any other verbal medium. Bidders should note that during the period from the advertisement of the RFP till the receipt of the Bids, all queries should be communicated to a dedicated contact person, mentioned in this document, in writing via e-mail or postal mail within ten days of publishing of this RFP. Please include the RFP title as the subject of your email/letter.

Response to any participant's queries will be made in writing by NITB in a timely manner to all prospective participants. Any oral interpretations or clarifications of this RFP shall not be relied upon. Bidders are also required to state, in their Proposals, the name, title, fax number and e-mail address of the Bidder's authorized representative through whom all communications shall be directed until the bidding process has been completed or terminated.

Any changes or clarification resulting from the Pre-Bid meeting will be shared in writing by NITB. NITB will not be responsible for any costs or expenses incurred by Bidders in connection with the preparation or delivery of Bids.



## 2.5. RFP/ Bid Price

The quoted price shall be:

- In Pak Rupees.
- Inclusive of all taxes, duties, levies, insurance, freight, etc.
- Best/ final/ fixed and valid until completion of all obligations under the resultant contract i.e. not subject to variation/ escalation.
- Inclusive of all charges up to the delivery point/ closeout.

If not specifically mentioned in the Bid, it shall be presumed that the quoted price is as per the requirements given in this document, where no prices are entered against any item, the price of that item shall be deemed to be free of charge, and no separate payment shall be made for that item(s).

Withholding tax, sales tax and other taxes: The Bidder is hereby informed that the NITB will deduct applicable tax(es) at the rate prescribed under the Tax Laws of Federal Government of Pakistan at the time of payment, from all payments for products and services rendered by the Bidder who is awarded the contract.

## 2.6. Ownership of the Project

All the equipment and related software in the project shall be the property of the procuring agency with packages and licenses.

## 2.7. Confidentiality

The prospective Bidder (whether or not he submits a Proposal to the RFP) shall treat the information pertaining to this RFP or the examination, clarification, evaluation, comparison and award of this RFP confidential and shall not disclose it to other bidders or any other persons not officially connected with the RFP process. The Bidder is not permitted to make any public announcement or release any information regarding this RFP without NITB's prior written approval.

NITB reserves the right to share the Bidder's response to this RFP with its advisors and affiliates. In the event the Bidder commits a breach of confidentiality, NITB reserves the right to disqualify the Bidder from this RFP process and furthermore not include the Bidder in any future procurement exercises.

The Bidder shall state clearly those elements of its response that it considers confidential and/ or proprietary. Failure to properly identify and mark confidential or proprietary information may result in all information received being deemed non-confidential, non-proprietary, and in the public domain.



## 2.8. Notices

In this document, unless otherwise specified, wherever provision is made for exchanging notice, certificate, order, consent, approval or instructions amongst the parties, the same shall be in writing:

- Issued within five (05) working days from the date of receiving a request or notification.
- Served by sending the same by courier or registered postal mail to their principal office as they shall notify for the purpose.
- The words "notify", "certify", "order", "consent", "approve", "instruct", shall be construed accordingly.

## 2.9. Joint Venture

No Joint Venture is allowed for or under this RFP.

## 2.10. Corrupt Practices

NITB requires that bidders/ contractors, observe the highest standard of ethics during the procurement and execution of resultant contract and refrain from undertaking or participating in any corrupt or fraudulent practices.

NITB will reject a Proposal and award of contract, if it determines that the Bidder participated in the bidding process or recommended for award was engaged in any corrupt practices or has been blacklisted by any other entity.

Any false information or misstatement on the part of the Bidder will lead to disqualification/ blacklisting/ legal proceeding regardless of the Bid price or quality of the products.

## 2.11. SLA & Penalty

### 2.11.1. Severity Levels and Response Priorities

Level	Priority	Attention	Impact	Description
Level 1	Critical	Instant	Business Reputation	"Critical System Down: Hardware/ Software Failure Impacting Operations" - Immediate recovery is required to restore functionality due to a catastrophic failure of primary and redundant systems, resulting in a complete disruption of operations.
Level 2	High	Urgent	Business Performance	"High-Priority System Impairment: Critical Failure Impacting Operational Integrity" - Operations are severely compromised due to product failure, resulting in reduced functionality, single-path reliance, or backup system engagement, necessitating urgent replacement and resolution to



				prevent further degradation or complete system failure.
Level 3	Medium	Scheduled	Manageable	"Major Equipment Malfunction: Performance Degradation with Redundancy Intact" - A failure has occurred that is causing reduced performance or disruption, but redundancy is still maintained, and both paths are available. Prompt attention and resolution are required to prevent further degradation, through replacement, backup, or alternative measures to restore optimal functionality.
Level 4	Low	Planned	Minimal	"Non-Critical Equipment Issue: Preventative Maintenance Required" - A failure has been identified that is not currently impacting equipment performance, but still requires attention to prevent potential future disruptions or escalation of the issue, and may necessitate component replacement or adjustment to maintain optimal functioning.
Level 5	None	Planned	None	"Low-Priority Maintenance: Scheduled Component Replacement" - A non-essential failure has been identified that does not impact equipment performance, and can be addressed through planned maintenance, allowing for scheduled replacement of components at a convenient time to ensure continued optimal functioning.

### 2.11.2. Penalty for Deliverable Tasks

If the Bidder fails to complete the work/ assignment within the given timeline as defined in the resultant contract, a penalty of **0.3% of the total contract value per week** (five working days will be considered as one week) will be charged up to a maximum of 20% of the contract value. Thereafter, the work order may be cancelled, the contract may be terminated and (in addition to imposing and recovering the penalty) the Performance Guarantee may be forfeited.

### 2.11.3. Penalty for Support & Maintenance Services

Level	Priority	Initial Response Time	Turn Around Time	Problem Resolution Time	Penalty
Level 1	Critical	Within 5 mins	Within 30 mins	Within 2 hrs	<b>Rs. 20,000</b> per hr. after problem resolution time.
Level 2	High	Within 15 mins	Within 60 mins	Within 4 hrs	<b>Rs. 10,000</b> per hr. after problem resolution time.



Level 3	Medium	Within 60 mins	Within 2 hrs	Within 10 hrs	<b>Rs. 5,000</b> per hr. after problem resolution time.
Level 4	Low	Within 240 mins	Within 12 hrs	Within 60 hrs	-
Level 5	None	Within 10 hrs	Within 24 hrs	Within 120 hrs	-

## 2.12. Warranty/ Support & Maintenance Services

The successful bidder shall provide a comprehensive Three (03-Years) warranty along with onsite support and maintenance services during this period. It will be the responsibility of the successful bidder to rectify any defects and provide services such as preventive maintenance, configuration of equipment, problem rectification within the permissible downtime and backup equipment inventory. The necessary patches, upgrades and updates as and when released by the OEM shall also be provided during the warranty period so as to ensure that the system is functioning to provide the best performance.

## 2.13. Indemnification

The bidder shall indemnify and hold harmless NITB and its affiliates from all claims, damages, and expenses, including legal fees, arising from, without limitation, the bidder's misrepresentation, breach, negligence, or intellectual property infringement. NITB must notify the bidder of claims and allow them to control the defense. The bidder cannot settle claims without NITB's consent. Additionally, the bidder will cover claims related to bodily injury or property damage resulting from their work.

The Bidders are required to disclose any potential conflicts of interest that may arise during the RFP process. This includes, but is not limited to, any personal, financial, or professional relationships that could influence the Bidder's impartiality or decision-making. The Bidders must notify the Procuring Agency immediately upon becoming aware of any such conflicts.

## 3. Preparation of Bids

### 3.1. Cost of Bidding

The issuance of this RFP and the receipt of information in response to this RFP shall not in any way cause NITB to incur any liability or obligation to the Bidder (and/ or any proposed subcontractor(s), if any) whether financial or otherwise. NITB assumes no obligation to reimburse or in any way compensate the Bidder for costs and/ or expenses incurred in connection with the Bidder's Proposal in response to this RFP. All costs and expenses incurred by the Bidder (and/ or any proposed subcontractor(s), if any) pertaining to all activities in the preparation, submission, review, selection and negotiation of the Bidder's Proposal in response to this RFP shall be borne by the Bidder (and/ or any proposed subcontractor(s), if any).





### 3.2. Bid Security

In accordance with Rule 25, the Bidder shall submit the Bid Security in the shape of Bank Draft/ Bank Guarantee in favour of the **National Information Technology Board**.

- The Bid Security only issued by a scheduled bank of Pakistan will be acceptable. Cheques will not be acceptable in any case. Bid Security of the successful Bidder will be returned once the Performance Guarantee is submitted to NITB.
- A Bid Security in the shape of a Bank Draft/ Pay Order in the name of National Information Technology Board, equivalent to 2% (exact 2%) of the total cost of the Bid must be submitted along with the Proposal.
- The Bid Security to be enclosed in a SEPARATE ENVELOPE, labelled as “BID SECURITY”, and should be SEALED.
- The Bid Security shall be forfeited by the Procuring Agency on the occurrence of any/ all of the following conditions:
  - If the Bidder withdraws the Bid during Bid validity; or
  - If the Bidder, having been notified of the acceptance of the Bid by the Procuring Agency during the period of the Bid validity, fails or refuses to furnish the Performance Guarantee, in accordance with the Bid document.
- The Bid Security shall be returned to the technically unsuccessful Bidder with unopened/ sealed Financial Bid within one-month period.
- Validity of the Bid Security should be Sixty (60) days minimum after the last date for submission of the Bids.

### 3.3. Technical Proposal

Bidders are required to submit the Technical Proposal as per Annexure A.

Refer [Annexure A](#) – Submittal Requirements for Technical Proposal.

### 3.4. Financial Proposal

The Financial Proposal shall be prepared using the standard form attached, duly signed by the authorized representative of the bidder.

The bidder shall provide its list of costs with all items described in the Technical Proposal priced separately.

Refer [Annexure B](#) – Submittal Requirements for Financial Proposal.

### 3.5. Payment Terms/ Schedule

Payments will be made by NITB within Thirty (30) days against the undisputed invoice(s) raised by the Bidder by following the procedure in vogue against each milestone on production of following documents:



- Sales tax invoice duly signed and stamped by the organization.
- NITB shall issue the Provisional Acceptance Certificate (PAC) after delivery, delivery challan shall be signed by Admin Department of NITB. Vendor shall be responsible to get the delivery challan signed-off.
- There will be no advance payment/ mobilization fee.

Following is the payment schedule based on defined milestones:

#	Milestones	Payment %	Remarks
<b>New Procurement</b>			
1.	a) Delivery, inspection, and acceptance of the software and allied hardware. b) Signing off of delivery challan.	<b>70%</b>	— WAF & HCI (if replacement solution is offered). — Backup Solution.
2.	Provisional Acceptance Certificate (PAC) c) Installation, configuration and integrations with existing systems. d) Migrations from existing systems to the newly procured solutions as per SOW. e) Support & license renewals of all equipment with their corresponding principals as per the BoQ.  <b>NOTE:</b> The support period for all equipment (including the WAF, HCI and Backup Solution) shall start from the date of the PAC. Any discrepancies between the license/ support from principal and PAC dates shall be borne by the Bidder.	<b>30%</b>	— WAF & HCI (if replacement solution is offered). — Backup Solution.

#	Milestones	Payment %	Remarks
<b>Support &amp; Maintenance</b>			
3.	<b>Year-1</b> Support & maintenance contract including WAF, HCI and Backup Solution support.	<b>30%</b>	Of the total support and maintenance value, paid bi-annually. Preventive Maintenance and Satisfactory report (vetted by NITB Infra.) will be submitted along with invoice.  Note: Unsatisfactory after sales support will invoke the penalty and deductions will be made from the Performance Guarantee



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NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)

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			or from any outstanding payments.
4.	<b>Year-2</b> Support & maintenance contract including WAF, HCI and Backup Solution support.	<b>30%</b>	Of the total support and maintenance value, paid bi-annually. Preventive Maintenance and Satisfactory report (vetted by NITB Infra.) will be submitted along with invoice.  Note: Unsatisfactory after sales support will invoke the penalty and deductions will be made from the Performance Guarantee or from any outstanding payments.
5.	<b>Year-3</b> Support & maintenance contract including WAF, HCI and Backup Solution support.	<b>40%</b>	Of the total support and maintenance value, paid bi-annually. Preventive Maintenance and Satisfactory report (vetted by NITB Infra.) will be submitted along with invoice.  Note: Unsatisfactory after sales support will invoke the penalty and deductions will be made from the Performance Guarantee or from any outstanding payments.

#	Milestones		Remarks
	<b>Performance Guarantee</b>		
6.	Release of Performance Guarantee ---- Upon FAC	-	After completion of Warranty Period as defined. Preventive Maintenance and Satisfactory report (vetted by NITB Infra.) will be submitted along with invoice.  Note: Unsatisfactory after sales support will invoke the penalty and deductions will be made from the Performance Guarantee or from any outstanding payments.



### 3.6. Advice of Omission or Misstatement

In the event it is evident to a Bidder responding to this RFP that NITB has omitted or misstated a material requirement to this RFP and/or the services required by this RFP, the responding Bidder shall advise the NITB contact person of such omission or misstatement.

### 3.7. Bid Validity Period

The Bid shall have a minimum validity period of Sixty (60) days following the last date for submission of the Bids. The Procuring Agency may solicit the Bidders' consent to an extension of the validity period of the Bids. The request and the response thereto shall be made in writing. The validity of the Bid Security shall also be suitably extended.

### 3.8. Additional Charges

No additional charges, other than those listed in the Financial Proposal, shall be made. Prices quoted will include verification/ coordination of order, all costs for shipping, delivery to the site, setup, installation, and training (where applicable) etc.

### 3.9. Right to Request Additional Information

NITB reserves the right to request any additional information that might be deemed necessary during the Bid evaluation process.

### 3.10. Right to Modify Scope of Work

NITB reserves the right to increase or decrease the quantity of items, as well as add or remove components/ sub-components from the scope of work, at the time of issuance of the Purchase Order (PO), based on project requirements or budgetary considerations. Any such changes will be communicated to the bidder in writing and will not affect the agreed-upon terms and conditions of the contract.

## 4. Submission of Bids

### 4.1. Sealing and Marking of Bids

Bids shall be submitted through EPAD. However, the Bid Security, duly sealed in an envelope, shall be submitted in original and hard form to the Procuring Agency.

### 4.2. Extension of Time Period for Submission of Bids

NITB may extend the deadline for submission of Bids, if any of the following condition exists:

- If procurement committee of NITB is convinced that such extraordinary circumstances have arisen owing to law-and-order situation or a natural calamity that the deadline should be extended;



- The request for extension is received from more than three (03) potential bidders at least five (05) days before the last date for submission of Bids; and
- If purchase committee of NITB decides to extend the deadline due to any administrative reason.

### 4.3. Manual Bid

Manual Bids shall not be considered. Therefore, it is suggested that the Bids be submitted through EPAD. The Bidders shall first need to get registered on/ through EPADs, if not already registered thereon.

### 4.4. Modification or Withdrawal of Proposal

Proposal modification and withdrawal terms and conditions are governed by PPRA Rules, 2004. Such Rules, laws and regulations shall always prevail at all times. Under no circumstances shall a bidder be allowed to modify or withdraw his Proposal if such actions are prohibited by the relevant Bid Rules/laws.

### 4.5. Submittal Requirements

- For Technical Proposal, please ensure that the listed requirements in “Annexure A” are provided.
- For Financial Proposal, please ensure that the listed requirements in “Annexure B” are provided.

## 5. Opening and Evaluation of Bids

### 5.1. Opening of Bids

Initially the “TECHNICAL PROPOSALS” submitted on EPAD will be opened and evaluated. Subsequently, the “FINANCIAL PROPOSALS” and “BID-SECURITY” shall be opened of those bidders whose Technical Proposals have been declared qualified on EPAD.

NITB shall evaluate the Technical Proposal without reference to the price and may reject any Proposal which does not comply with the specified requirements.

The Bidders will be first checked for the initial screening criteria, as per the requirements in ‘Initial Screening Criteria’. Thereafter, all eligible bidders shall be shortlisted against the technical requirements.

### 5.2. Modification of Bid

No Bidder shall be allowed to alter or modify its Bids after the expiry of the deadline for the receipt of the Bids unless, NITB may, at its discretion, ask a Bidder for clarification of Bid for



evaluation purposes. The request for clarification and the response shall be in writing and no change in the prices or substance of Bid shall be sought, offered or permitted.

### 5.3. Missing Information

Information requested in this document is aimed to evaluate the Bidders for their financial and technical capacity, and overall capability for performance related to this RFP in a best possible way, therefore, NITB encourage Bidders to furnish the information as requested in this document. Any missing information shall be considered as not available.

### 5.4. Addendum or Supplement to Request for Proposal

At any time prior to the deadline for submission of the Bid, NITB may, for any reason, whether on its own initiative or in response to a clarification request by prospective Bidder, modify the RFP by issuing addenda.

A summary of all questions and responses as well as any adjustments regarding the scope of this Bid - if any, will be prepared and distributed to all potential bidders that submitted their intent to Bid (if any, changes will be reflected in the revised RFP published at NITB and PPRA websites).

### 5.5. Shortlisting of the Bidders

Shortlisting will purely be based on the evaluation done relying upon the information provided in the submitted Proposal and related documents.

### 5.6. Bidder Evaluation

Contract shall be awarded at the sole discretion of NITB after evaluation of the Bidder's Proposals, reference discussions, negotiations, determination of competitive advantage and cost. Bidder must have a satisfactory record of contract performance, integrity, business ethics, adequate financial resources (in the opinion of NITB) and vision to meet the contractual requirements contemplated in this RFP. By submitting a Proposal, the Bidder warrants that:

- It is legally authorized to provide the subject solution(s) globally and/or locally.
- It is in compliance with all applicable laws and regulations.
- It is not prohibited from doing business with NITB/ Government of Pakistan by law, order and regulation or otherwise.
- The person submitting the Proposal on behalf of the Bidder is authorized to bind it to the terms of the Proposal.

An evaluation committee ("Technical Evaluation Committee") specifically formed for this RFP process will evaluate all submitted Proposals as per the Evaluation Criteria in Section 1.4. Proposals may be evaluated and eliminated without further discussions and at the sole discretion of NITB. NITB will be the sole initiator of discussions to clarify or negotiate the Proposal offerings. The Technical Evaluation Committee will evaluate each Proposal based



upon their understanding of the Proposals. The Technical Evaluation Committee will conduct a fair, impartial and comprehensive evaluation of all Proposals. If required, a contract shall be awarded, taking into consideration the best interests of NITB.

NITB reserves the right to award a contract without any further discussion with the Bidder(s) who have submitted Proposals in response to this RFP. Therefore, Proposals should be submitted initially on the most favourable terms available to NITB from a price, contractual terms and conditions, and technical standpoint. However, NITB reserves the right to conduct discussions with bidders who submit Proposals that pass the initial screening process for the feasibility of the solution(s).

NITB is not under any obligation to reveal, to a Bidder, the information relative to the decision-making process.

NITB shall evaluate a Bidder's "confidence in its own ability to perform" based on a Bidder's willingness to provide NITB with meaningful contractual assurances and remedies NITB may exercise in the event of that Bidder's non-performance.

## 5.7. Proposal Acceptance

A Proposal submitted in response to this RFP shall constitute a binding offer.

Acknowledgment of this condition shall be indicated by the signature of the participant Bidder or an officer of the participant Bidder legally authorized to execute contractual obligations. A submission in response to this RFP acknowledges acceptance by the participant of all terms and conditions including compensation, as set forth herein. A participant shall identify clearly and thoroughly any variations between its Proposal and the NITB's RFP.

The Procuring Agency may reject all Bids or Proposals at any time prior to the acceptance of a Bid or Proposal. The Procuring Agency shall upon request communicate to any Bidder who submitted a Bid or Proposal, the grounds for its rejection of all Bids or Proposals, but is not required to justify those grounds.

The procuring agency shall incur no liability, solely by virtue of its invoking Rule 33(1) towards Bidder who have submitted Bids or Proposals. Notice of the rejection of all Bids or Proposals shall be given promptly to all Bidders that submitted the Proposals.

## 5.8. Redressal of Grievances by the Procuring Agency

- Any Bidder feeling aggrieved by any act of the Procuring Agency after the submission of his Bid may lodge a written complaint concerning his grievances within seven days (07) of announcement of the technical evaluation report and five days (05) after issuance of final evaluation report.
- The Grievance Redressal Committee (GRC) shall investigate and decide upon the complaint within ten (10) days of its receipt.



- In case, the complaint is filed after five days (05) of the issuance of the final evaluation report, the complainant cannot raise any objection on technical evaluation of the report.
- Any bidder or party not satisfied with the decision of the GRC, may file an appeal before the authority i.e. PPRA within thirty (30) days of communication of the decision subject to depositing the prescribed fee and in accordance with the procedure issued by the authority. The decision of the authority shall be considered as final.

## 6. Award of Contract

### 6.1. Award Criteria

NITB shall award the contract to the successful Bidder, whose Bid has been determined to be substantially responsive in the view of the requirements & expectations and has provided the most competitive Bid, provided further that the bidder is determined to be qualified to perform the contract satisfactorily.

### 6.2. NITB's Right to Accept Any Bid and to Reject Any/ All Bids

NITB reserves the right to accept or reject any Bid, and to annul the bidding process and reject all Bids at any time prior to acceptance of a Bid or Proposal, without thereby incurring any liability to the bidder(s).

### 6.3. Notification of Award

Prior to the expiration of the period of Bid validity, NITB will notify the successful bidder in writing by letter or by facsimile (to be followed in writing by letter), that his Bid has been accepted. The notification of award will constitute the formation of the contract.

Upon the successful Bidder's furnishing of the performance guarantee, NITB will promptly notify each unsuccessful bidder.

### 6.4. Signing of Contract

Within Fifteen (15) days from the date of notification of the contract award, the successful Bidder shall furnish to NITB particulars of the person who would sign the contract on behalf of the successful Bidder along with an original power of attorney executed in favour of such person. Draft contract will be shared with the successful Bidder only.

### 6.5. Performance Guarantee

Within (15) days of the receipt of notification of award of contract from the Procuring Agency, the successful bidder will furnish the Performance Guarantee and sign the contract.

The value of Performance Guarantee shall be 10% of the contract value to be issued by any scheduled bank of Pakistan. The Performance Guarantee shall remain valid till 60 days after the expiry of the warranty period.





## 6.6. RFP Response Ownership

All information, materials and ideas submitted become the property of NITB upon submission. NITB reserves the right to modify, reject or use without limitation any or all of the ideas from submitted information. All information, materials and ideas contained in the Bidder's Proposal can be used by NITB without any restriction, provided that NITB will not disclose any financial and pricing information the Bidder designates as confidential with any other potential Bidder. NITB reserves the right to share, disclose or discuss to any of its consultants any Proposal in response to this RFP in order to secure expert opinion.

## 6.7. Integrity Pact

The successful Bidder(s) shall upon the award of the contract execute an Integrity Pact with NITB. [Specimen is attached in "Annexure D"]

## 6.8. Non-Disclosure Agreement

The successful Bidder(s) shall upon the award of the contract execute a Non-Disclosure Agreement with NITB. [Specimen is attached in "Annexure E"]

## 6.9. Contract Terms and Conditions

The successful Bidder(s) shall upon award of the contract, agree and sign a formal contract with NITB, which shall be based on the terms and conditions in this document, PPRA contractual guidelines and NITB's contractual requirements.

Wherever in conflict with the RFP and the contract or no safeguard of NITB is mentioned, the stipulation of PPRA Rules, 2004 shall prevail.

## 6.10. Mandatory Support and Maintenance Period

The successful Bidder shall be bound to provide mandatory onsite support and maintenance services after the PAC signing-off without any additional cost for Three (03) years.



## 7. Scope of Work

### 7.1. Bill of Quantity

#### 7.1.1. Support & Maintenance Services

**NOTE:** The list below outlines the major components. The complete inventory details and exact quantities of the contract can be verified with Huawei. The Bidder is required to cover all components and sub-components including Hardware, Software, Licenses and Subscriptions under support as specified in Huawei's existing contract for the NITB Data Centre.

#	Item	Quantity
01.	Huawei S7700 Smart Routing Switch	2
02.	Huawei S6700 Series Ethernet Switch	8
03.	Huawei S5700 Series Ethernet Switch	40
04.	Huawei WLAN AC6508	2
05.	Huawei WLAN AP AirEngine5760	15
06.	Huawei OceanStor 2600 V5	1
07.	Huawei Firewall USG6650E	2
08.	Huawei AntiDDoS12004	1
09.	Huawei Server 2288H V5	9
10.	Huawei Server 2288X V5	5
11.	Huawei iMaster NCE-Campus	1
12.	Huawei NetEco6000	1
13.	KVM Switch	2
14.	Huawei DCF	
	Fusion Module 2000	1
	NetCol5000-A035H, Smart Cooling, Indoor Unit	2
	NetCol8000-A013U, Smart Cooling, Indoor Unit	4
	NetCol500-A060, Smart Cooling, Outdoor Unit	2
	NetCol500-A022, Smart Cooling, Outdoor Unit	4
	24-way Air Cooling Power Distribution Module	2
	Integrated UPS Cabinet UPS5000-E-60K	2
	30kVA Power Module UPS5000-E	4
	UPS Battery Rack-A-12V	2
	Power Module 3000W	3
	Rectifier Module, R4815	1
15.	Lenovo SAN Switch DB610S	2
16.	Fire Alarm System	1
17.	All Consumable Items Batteries, Filters, Gases etc...	

#### 7.1.2. WAF

The Bidders are invited to submit a Proposal for either the continued support and maintenance of the existing Sangfor WAF or to propose a replacement solution. For the continued support option following is the list of WAF items and for replacement option refer to technical specifications section for VM based WAF i.e **Section 8.1**. Please fill only the relevant sections in Technical and Financial Proposals.



#	Item	Quantity
01.	Sangfor WAF NGAF-M5800	2

### 7.1.3. HCI

The Bidders are invited to submit a Proposal for either the continued support and maintenance of the existing Sangfor HCI or to propose a replacement solution. For the continued support option following is the list of HCI items and for replacement option refer to technical specifications section for HCI i.e **Section 8.2**. Please fill only the relevant sections in Technical and Financial Proposals.

#	Item	Quantity
01.	Sangfor HCI Solution	16 Sockets

Note: NITB reserves the right to modify the scope of work to increase or decrease the quantity of items, as well as add or remove components/ sub-components from the scope of work, at the time of issuance of the Purchase Order (PO) as per clause 3.10.



## 8. Technical Specifications (New Procurements)

### 8.1. VM Based WAF

#	Specification
	<b>VM Based Web Application Firewall [Qty=02]</b>
	Should be a virtual machine that supports 4 vCPUs.
	Web Application Firewall to provide the security features for Web Application protection, bot detection, machine learning, API protection and advance features necessary for application security.
	Must be compatible with Data Center environmental requirements.
	HA with Active/ Active and Active/ Backup Modes.
	400Mbps HTTPS Throughput.
	500Mbps HTTP Throughput.
	50K HTTPS Concurrent Connections.
	2K HTTPS Connections per Second.
	Minimum 12K HTTPS Transactions per Second.
	Max 4 administrative domains.
	User management and authentication.
	Must Support Inline/ Reverse Proxy/ Sniffing Modes.
	AI-based Machine Learning.
	Must provide functionality of SSL offloading.
	Profiling.
	Web server and application signatures.
	IP address reputation.
	Support for HTTP/2.
	WebSocket protection and signature enforcement.
	IP address geolocation.
	Threat Analysis.
	Web Application protection.
	API Protection.
	Bot Detection.
	IP location identification.
	Location based policies and controls.
	Intrusion Prevention System (IPS).
	OWASP Top 10.
	Cross Site Scripting & SQL Injection.
	Session Hijacking Protection.
	Malware detection.
	Brute force protection.
	Syntax-based SQLite and XSS detection.
	HTTP header security.
	Custom error message and error code handling.
	Operating system intrusion signatures.
	Known threat and zero-day attack protection.



Stateful network firewall features along with DoS prevention.
Advanced correlation protection using multiple security elements.
Data leak prevention.
Website Defacement Protection.
Layer 7 server load balancing.
URL Rewriting & Content Routing.
HTTPS offloading.
SSL Offloading.
Caching.
Machine learning based API discovery and protection.
XML and JSON protocol conformance.
Schema verification.
API Gateway.
Web services signatures.
Machine Learning based bot mitigation.
Biometrics based detection.
Threshold based detection.
Bot deception.
Web user interface & command line interface.
Extensive graphical analysis and reporting tools.
REST API support.
Centralized logging and reporting.
User & device logging.
Real-time dashboards.
SNMP, Syslog and Email Logging/ Monitoring.
Administrative controls with full RBAC.
Must be listed in Gartner magic quadrant.

## 8.2. HCI

#	Specification
	<b>Hyperconverged Infrastructure Solution HCI [Qty=16 Sockets]</b>
	Fully licensed with existing hardware solution.
	Virtualization software shall provide a virtualization layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security.
	Proposed solution should provide the multi-tenant management feature, and should supports multi-dimensional associated object analysis from the application perspective for object instances, including VMs, hosts, LUN, and storage, to quickly demarcate and locate faults.
	Dynamic power management (DPM) is supported. The system automatically powers on or off hosts based on the cluster load to reduce power consumption of the data center.



	In block storage scenarios, OVF templates can be exported from VMs online. The templates can be used for local VM backup or can be imported to other platforms.
	Should have features like high availability, live & seamless VM migration, snapshot, centralized management & real time monitoring and analytics.
	Each VM can be deployed an independent storage LUN. The VM snapshot, clone, and replication capabilities can be offloaded to storage devices to reduce host resource overheads.
	The virtualization platform can support the NVMe over Fabric (NoF) protocol to connect to the storage system.
	The virtualization platform must support different types of storage devices, such as local disk, IP SAN, FC SAN, and NAS.
	Provides graphical indicator monitoring on hosts and VMs. Users can customize the monitoring period. The monitoring indicators include the CPU usage, memory usage, disk usage, disk I/Os, and network traffic rates. Users can also export monitoring data.
	Supports alarms for various indicators, including but not limited to the CPU usage, memory usage, disk usage, storage I/O latency, partition usage, and virtualization domain resource usage. Users can customize alarm thresholds.
	VMs can be backed up to storage devices without installing backup clients on the VMs. Full backup, incremental backup, and scheduled backup are supported.
	Import/export support from other major virtualization solutions i.e. VMware, Microsoft Hyper V, Huawei DCS etc.
	After a VM is deleted, it is moved to the recycle bin. VMs in the recycle bin can be restored.
	Virtualization software shall allow heterogeneous support for guest Operating systems like Windows Server 2008/2012/2016, Red Hat Enterprise Linux, Oracle Enterprise Linux and more.
	Virtualization software should support live virtual machine migration from one physical host to another and between virtualization solutions.
	Virtualization software shall have high availability capabilities for the virtual machines in the sense, if in case one server fails all the virtual machines running on that server shall be automatically restarted to another physical server running same virtualization software.
	The proposed virtualization software should provide solution to hot add resources (vCPU, vRAM, vDisk & vNic) dynamically to the running virtual machine without downtime (provided the OS supports it).
	Following storage should be supported: - Huawei OceanStor 2600/5300/5500
	The Proposed virtualization platform should allow cloning of both powered on and powered off virtual machines.
	Virtualization management software should allow you to deploy and export virtual machines, virtual appliances in open virtual machine Format (OVF).
	The management solution for hypervisor should provide Single-Sign-On capability which should dramatically simplify administration by allowing users to log in once to access all instances or layers of virtualization management without the need for further authentication.



	Should support VM Level backup to external storage devices.
	Storage connectivity should support direct attached storage FC, ISCSI, NOF.
	Proposed solution should incorporate the Hypervisor with the latest/ stable edition from the OEM.
	Allows the platform or software to support unified management of storage devices, switches (FC and IP switches), servers, hyper-converged infrastructure, and virtual resources, including the query of the following: basic device information, configurations, historical performance, resource usage, and device alarms.
	Proposed solution Multi-tenancy allows tenants to share compute, network, storage resources. Must support Virtual Private Cloud management.
	Proposed solution must support isolation of different tenants with the underline shared resources.
	Proposed solution must have compute, Network, Storage Virtualization and must provide DR and backup functionalities.
	Proposed solution must provide centralized monitoring tool to monitor all resources and tenants.
	Proposed solution must support resource pool allocations.
	Provides visualized management of virtual and container resources on a single interface, including visualized management of container clusters, container images, application templates, application instances, and K8s resources.
	To prevent service interruption caused by frequent upgrades in proposed solution, K8s clusters can be upgraded across community versions. During the upgrades, service Pods will not be restarted to ensure that customer services are not interrupted.

### 8.3. Backup Solution

#	Specification
	<b>Backup Solution [Qty=01]</b>
	All in One-Purpose Built Backup Solution
	The system integrates backup management, backup storage management, and backup storage software and hardware.
	The proposed storage should be 2 x active-active controllers.
	Multi-core processors are used.
	The total number of physical cores in the proposed storage appliance are min of 24 core per controller.
	Actual cache capacity of whole offered storage should be at least 256 GB (excluding any performance acceleration module, FlashCache, PAM, SSD Cache, or SCM).
	Proposed solution should have 4 x 16/32Gbps FC, 4 x 10GbE ports per Controller (including required SFPs & cables).
	The actual usable capacity must equal to 50 TB.
	The proposed appliance should provide min of 3.84 TB enterprise-level SAS SSDs (non-SATA interfaces).
	The proposed storage should support RAID-6, RAID-TP and tolerates the failure of any three disks in a RAID group.



	RAID-6 should be configured in the proposed solution.
	One set of backup and recovery system supports periodic backup protection, remote replication of copies, long-term retention of copies, and immediate mounting and access of copies.
	Supports online backup protection for Oracle, MySQL, SQL Server, PostgreSQL, DB2, SAP HANA. The backup jobs are configured in the graphical user interface (GUI) mode.
	Supports backup and restoration of file system.
	Supports full backup and incremental forever backup of VMware, Fusion Compute.
	Supports global deduplication and compression functions, including inline variable-length deduplication, back-end deduplication.
	The following functions are supported: user and permission management, separation of administrator, user, and audit permissions, and allocation of different resources, policies, and backup management permissions to different users.
	Supports centralized monitoring and unified management of data backup. Backup jobs, backup resources, and alarm information can be managed in a unified manner through a single GUI, managing backup jobs of multiple backup devices.





## 9. Initial Screening Criteria

Below is the criterion for the initial screening of the Bidders. These are all mandatory requirements and failing to comply with any of them will result in ineligibility for further/ technical evaluation. Please ensure complete and valid documentary evidence are provided, NITB reserves the right to check the authenticity of any submitted document.

#	Screening Criteria	Documents Required	Compliance
<b>A- Legal and Registration Requirements</b>			
1.	Bidder is an entity duly registered and incorporated under the laws of Pakistan for the last 05-years.	Registration/ Incorporation Certificate	Copy of the Certificate to be attached.
2.	Bidder has a valid Registration Certificate for Income Tax, Sales Tax and/ or other allied agencies/ organizations/ regulatory authorities.	FBR Certificate	Copy of the FBR Certificate to be attached.
3.	Bidder is an Active Taxpayer as per Federal Board of Revenue (FBR)'s database i.e. Active Taxpayers List (ATL).	Active Taxpayer/ Income Tax Returns.	FBR Returns for last 03-years to be attached.
4.	Bidder must be registered with the Securities and Exchange Commission of Pakistan (SECP).	SECP Certificate of Incorporation.	Copy of the Certificates to be attached.
<b>B- Partnership Status</b>			
5.	Bidder must have the active Partnership status with all OEMs being proposed.	Partnership Level/ Tier Proof.	Copy of the Certificate to be attached.
<b>C- Business Experience and References</b>			
6.	Bidder must be in the relevant business for at least 05-years. They should also demonstrate at least two supplies of similar equipment in the past 05-years, providing work/ purchase orders and delivery challans.	Purchase Orders/ Delivery Challans only of the projects with similar equipment.	Copies of Purchase Orders/ Delivery Challans to be attached.
7.	Bidder must have a minimum of five successful references for data centre design and implementation.	List mentioning the name of the end customer and the BoQ of major items deployed as part of data centre design and implementation.	List to be attached.
<b>D- Office Presence</b>			
8.	Bidder should have branch offices in major cities of Pakistan like Islamabad, Lahore,	List of all offices with addresses.	List to be attached.



	and Karachi, with an office in Islamabad being mandatory.		
<b>E- Technical Expertise</b>			
9.	Bidder must have at least One HCIE as full-time employee for the past two years.	Provide the details of the resources and mention their relevant HCIE certifications.	CVs to be attached and Bidder's letter head confirming the date of joining from HR.
10.	Bidder must have at least Two HCIPs resources in Datacom/ DC Network/ DC Facility Design as full-time employee for the past two years.	Provide the details of the resources and mention their relevant HCIP certifications.	CVs to be attached and Bidder's letter head confirming the date of joining from HR.
11.	Bidder should have a technical team (certified resources) for computing, storage, switching, routing, security and data centre facility on their payroll.	Provide complete details of the technical resources along with their relevant certifications.	CVs to be attached and Bidder's letter head confirming the date of joining from HR.
12.	Bidder must assign a Technical Project Manager for this project who holds at least a relevant HCIP certification. This individual will be responsible for overseeing the project, ensuring that all tasks are completed on schedule and in accordance with the agreed standards. In the event that the assigned Technical Project Manager needs to be replaced, the bidder must seek prior approval for the new resource from the Procuring Agency. The replacement must also meet the minimum certification and experience requirements to ensure the continuity and quality of the support.	Provide complete details of the Technical Project Manager along with relevant certifications.	CV to be attached and Bidder's letter head confirming the date of joining from HR.
<b>F- Service Management</b>			
13.	The bidder is required to ensure the availability of Jira Service Management Standard Edition for the duration of the project. This platform will be used for project tracking, issue management, and communication between all stakeholders. All support tickets related to the project will be raised and managed through it. The platform will serve as the central system	Ensure the availability of Jira Service Management Standard Edition.	Ensure the availability of Jira Service Management Standard Edition. (x5 Users)



	for tracking support requests, updates, and resolutions. The bidder is responsible for ensuring that all service level agreements (SLAs) are tracked and monitored within this system, with real-time updates and notifications to ensure compliance with the agreed response and resolution times.		
<b>G- Affidavits and Documentation</b>			
14.	Bidder must provide an Affidavit on the Stamp Paper duly notarized which certifies: <ul style="list-style-type: none"> <li>To provide 03-Years warranty/ guarantee, support services and</li> <li>The quoted products are genuine and are not refurbished/ used/ end-of-life/ near-to-expire and grey market products.</li> </ul>	Stamp Paper	Original Stamp Paper to be attached.
15.	Manufacturer Authorization Form (MAF) or Manufacturer Authorization Letter (MAL) must be provided with the Technical Bids from Huawei (for support & maintenance services part) and from the respective OEM of WAF, HCI and Backup Solution.	MAF/ MAL	Latest Original Letter for this Tender.
16.	Affidavit on the Stamp Paper duly attested by Notary Public that the bidder is not blacklisted by any government/ semi government/ public department.	Stamp Paper	Original Stamp Paper to be attached.

**Note: Verifiable documentary proof is required for all above mandatory requirements.**



## Annexures

### Annexure A – Submittal Requirements for Technical Proposal

Following sections should be part of the Technical Proposal and clearly marked/ divided.

#	Description
	<b>SECTION-A</b>
1.	Cover Letter (on Bidder's Letter Head)
2.	Contact Details
	<b>SECTION-B</b>
3.	Screening Requirements (Mandatory Requirements as per 'Initial Screening Criteria' Sec: 9)
4.	Technical Evaluation/ Compliance of Products sheet as per <a href="#">Annexure-C</a>
	<b>SECTION-C</b>
5.	Company Profile (Profile, History, Addresses, Product/ Solution Offerings, Customers in Pakistan etc.)



## Annexure B – Submittal Requirements for Financial Proposal

Bidders should submit financial cost as per table below. The cost of each Item/Equipment should cover all the allied costing and no other cost shall be entertained. All the cost should be one time and no recurring cost shall be allowed/accepted. Each item/equipment cost should also include training sessions (where required) along with free of cost certifications (for nominated users by NITB). Bidder can add as much lines as needed.

### A- Support & Maintenance

Item/ Equipment	QTY	Unit Price PKR	GST/Local Taxes (%)	Total GST/ Local Taxes Amount PKR	TOTAL PRICE PKR

Bid Validity Period: Sixty (60) days

### B- WAF and HCI

Note: The Bidder is invited to submit a Proposal for either the continued support and maintenance of the existing Sangfor WAF and HCI or to propose a replacement solution for any or both of them.

Item/ Equipment	QTY	Unit Price PKR	GST/Local Taxes (%)	Total GST/ Local Taxes Amount PKR	TOTAL PRICE PKR
<b>Sangfor Support Renewal</b>					
WAF					
HCI					
<b>New Procurement</b>					
VM based WAF					
HCI					

Bid Validity Period: Sixty (60) days

### C- Backup Solution

Item/ Equipment	QTY	Unit Price PKR	GST/Local Taxes (%)	Total GST/ Local Taxes Amount PKR	TOTAL PRICE PKR
Backup Solution					

Bid Validity Period: Sixty (60) days



## Annexure C – Technical Evaluation/ Compliance of Products

Bids evaluation shall be subject to 100% compliance to the following criteria for Bidder's qualification: Following table should be used for submission of compliance statement.

### 1A- Support & Maintenance

NOTE: The complete inventory details and exact quantities of the contract can be verified with Huawei. The Bidder is required to cover all components and sub-components including Hardware, Software, Licenses and Subscriptions under support as specified in Huawei's existing contract for the NITB Data Centre.

#	Item	Qty	Bidder's Response	
			Quoted Qty	Remarks
01.	Huawei S7700 Smart Routing Switch	2		
02.	Huawei S6700 Series Ethernet Switch	8		
03.	Huawei S5700 Series Ethernet Switch	40		
04.	Huawei WLAN AC6508	2		
05.	Huawei WLAN AP AirEngine5760	15		
06.	Huawei OceanStor 2600 V5	1		
07.	Huawei Firewall USG6650E	2		
08.	Huawei AntiDDoS12004	1		
09.	Huawei Server 2288H V5	9		
10.	Huawei Server 2288X V5	5		
11.	Huawei iMaster NCE-Campus	1		
12.	Huawei NetEco6000	1		
13.	KVM Switch	2		
14.	Huawei DCF			
	Fusion Module 2000	1		
	NetCol5000-A035H, Smart Cooling, Indoor Unit	2		
	NetCol8000-A013U, Smart Cooling, Indoor Unit	4		
	NetCol500-A060, Smart Cooling, Outdoor Unit	2		
	NetCol500-A022, Smart Cooling, Outdoor Unit	4		
	24-way Air Cooling Power Distribution Module	2		
	Integrated UPS Cabinet UPS5000-E-60K	2		
	30kVA Power Module UPS5000-E	4		
	UPS Battery Rack-A-12V	2		
	Power Module 3000W	3		
	Rectifier Module, R4815	1		
15.	Lenovo SAN Switch DB610S	2		
16.	Fire Alarm System	1		
17.	All Consumable Items Batteries, Filters, Gases etc...			
	<List any additional items if required as per existing NITB's contract with Huawei>			

### 1B- WAF (Support Renewal Only)

#	Item	Qty	Bidder's Response	
			Quoted Qty	Remarks
01.	Sangfor WAF NGAF-M5800	2		

### 1C- HCI (Support Renewal Only)

#	Item	Qty	Bidder's Response	
			Quoted Qty	Remarks
01.	Sangfor HCI Solution	16 Sockets		



## 2- New Procurement

### 2A-VM Based WAF

#	Specification	Compliance YES/NO	Remarks
1.	<b>VM Based Web Application Firewall [Qty=02]</b>		
2.	Should be a virtual machine that supports 4 vCPUs.		
3.	Web Application Firewall to provide the security features for Web Application protection, bot detection, machine learning, API protection and advance features necessary for application security.		
4.	Must be compatible with Data Center environmental requirements.		
5.	HA with Active/ Active and Active/ Backup Modes.		
6.	400Mbps HTTPS Throughput.		
7.	500Mbps HTTP Throughput.		
8.	50K HTTPS Concurrent Connections.		
9.	2K HTTPS Connections per Second.		
10.	Minimum 12K HTTPS Transactions per Second.		
11.	Max 4 administrative domains.		
12.	User management and authentication.		
13.	Must Support Inline/ Reverse Proxy/ Sniffing Modes.		
14.	AI-based Machine Learning.		
15.	Must provide functionality of SSL offloading.		
16.	Profiling.		
17.	Web server and application signatures.		
18.	IP address reputation.		
19.	Support for HTTP/2.		
20.	WebSocket protection and signature enforcement.		
21.	IP address geolocation.		
22.	Threat Analysis.		
23.	Web Application protection.		
24.	API Protection.		
25.	Bot Detection.		
26.	IP location identification.		
27.	Location based policies and controls.		
28.	Intrusion Prevention System (IPS).		
29.	OWASP Top 10.		
30.	Cross Site Scripting & SQL Injection.		
31.	Session Hijacking Protection.		
32.	Malware detection.		
33.	Brute force protection.		
34.	Syntax-based SQLite and XSS detection.		
35.	HTTP header security.		
36.	Custom error message and error code handling.		
37.	Operating system intrusion signatures.		
38.	Known threat and zero-day attack protection.		
39.	Stateful network firewall features along with DoS prevention.		
40.	Advanced correlation protection using multiple security elements.		
41.	Data leak prevention.		
42.	Website Defacement Protection.		
43.	Layer 7 server load balancing.		
44.	URL Rewriting & Content Routing.		
45.	HTTPS offloading.		
46.	SSL Offloading.		
47.	Caching.		
48.	Machine learning based API discovery and protection.		
49.	XML and JSON protocol conformance.		
50.	Schema verification.		



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51.	API Gateway.		
52.	Web services signatures.		
53.	Machine Learning based bot mitigation.		
54.	Biometrics based detection.		
55.	Threshold based detection.		
56.	Bot deception.		
57.	Web user interface & command line interface.		
58.	Extensive graphical analysis and reporting tools.		
59.	REST API support.		
60.	Centralized logging and reporting.		
61.	User & device logging.		
62.	Real-time dashboards.		
63.	SNMP, Syslog and Email Logging/ Monitoring.		
64.	Administrative controls with full RBAC.		
65.	Must be listed in Gartner magic quadrant.		
66.	Compatibility with the existing solutions.		
67.	Migration from Sangfor WAF.		
68.	Trainings.		

## 2B- HCI

#	Specification	Compliance YES/NO	Remarks
	<b>Hyperconverged Infrastructure Solution HCI [Qty=16 Sockets]</b>		
1.	Fully compatible with existing hardware solution.		
2.	Virtualization software shall provide a virtualization layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security.		
3.	Proposed solution should provide the multi-tenant management feature, and should supports multi-dimensional associated object analysis from the application perspective for object instances, including VMs, hosts, LUN, and storage, to quickly demarcate and locate faults.		
4.	Dynamic power management (DPM) is supported. The system automatically powers on or off hosts based on the cluster load to reduce power consumption of the data center.		
5.	In block storage scenarios, OVF templates can be exported from VMs online. The templates can be used for local VM backup or can be imported to other platforms.		
6.	Should have features like high availability, live & seamless VM migration, snapshot, centralized management & real time monitoring and analytics.		
7.	Each VM can be deployed an independent storage LUN. The VM snapshot, clone, and replication capabilities can be offloaded to storage devices to reduce host resource overheads.		
8.	The virtualization platform can support the NVMe over Fabric (NoF) protocol to connect to the storage system.		
9.	The virtualization platform must support different types of storage devices, such as local disk, IP SAN, FC SAN, and NAS.		
10.	Provides graphical indicator monitoring on hosts and VMs. Users can customize the monitoring period. The monitoring indicators include the CPU usage, memory usage, disk usage, disk I/Os, and network traffic rates. Users can also export monitoring data.		
11.	Supports alarms for various indicators, including but not limited to the CPU usage, memory usage, disk usage, storage I/O latency, partition usage, and virtualization domain resource usage. Users can customize alarm thresholds.		
12.	VMs can be backed up to storage devices without installing backup clients on the VMs. Full backup, incremental backup, and scheduled backup are supported.		





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NATIONAL INFORMATION TECHNOLOGY BOARD (NITB)

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13.	Import/export support from other major virtualization solutions i.e. VMware, Microsoft Hyper V, Huawei DCS etc.		
14.	After a VM is deleted, it is moved to the recycle bin. VMs in the recycle bin can be restored.		
15.	Virtualization software shall allow heterogeneous support for guest Operating systems like Windows Server 2008/2012/2016, Red Hat Enterprise Linux, Oracle Enterprise Linux and more.		
16.	Virtualization software should support live virtual machine migration from one physical host to another and between virtualization solutions.		
17.	Virtualization software shall have high availability capabilities for the virtual machines in the sense, if in case one server fails all the virtual machines running on that server shall be automatically restarted to another physical server running same virtualization software.		
18.	The proposed virtualization software should provide solution to hot add resources (vCPU, vRAM, vDisk & vNic) dynamically to the running virtual machine without downtime (provided the OS supports it).		
19.	Following storage should be supported: - Huawei OceanStor 2600/5300/5500		
20.	The Proposed virtualization platform should allow cloning of both powered on and powered off virtual machines.		
21.	Virtualization management software should allow you to deploy and export virtual machines, virtual appliances in open virtual machine Format (OVF).		
22.	The management solution for hypervisor should provide Single-Sign-On capability which should dramatically simplify administration by allowing users to log in once to access all instances or layers of virtualization management without the need for further authentication.		
23.	Should support VM Level backup to external storage devices.		
24.	Storage connectivity should support direct attached storage FC, ISCSI, NOF.		
25.	Proposed solution should incorporate the Hypervisor with the latest/ stable edition from the OEM.		
26.	Allows the platform or software to support unified management of storage devices, switches (FC and IP switches), servers, hyper-converged infrastructure, and virtual resources, including the query of the following: basic device information, configurations, historical performance, resource usage, and device alarms.		
27.	Proposed solution Multi-tenancy allows tenants to share compute, network, storage resources. Must support Virtual Private Cloud management.		
28.	Proposed solution must support isolation of different tenants with the underline shared resources.		
29.	Proposed solution must have compute, Network, Storage Virtualization and must provide DR and backup functionalities.		
30.	Proposed solution must provide centralized monitoring tool to monitor all resources and tenants.		
31.	Proposed solution must support resource pool allocations.		
32.	Provides visualized management of virtual and container resources on a single interface, including visualized management of container clusters, container images, application templates, application instances, and K8s resources.		
33.	To prevent service interruption caused by frequent upgrades in proposed solution, K8s clusters can be upgraded across community versions. During the upgrades, service Pods will not be restarted to ensure that customer services are not interrupted.		
34.	Compatibility with the existing solutions.		
35.	Migration from Sangfor HCI.		
36.	OEM-led training conducted by a certified trainer in a fully operational and properly equipped lab environment in OEM training center. The training should follow the principal curriculum and include exam vouchers for the offered solution, with a minimum certification level of professional. Comprehensive documentation must be provided directly by the OEM trainer.		



## 2C- Backup Solution

#	Specification	Compliance YES/NO	Remarks
	<b>Backup Solution [Qty=01]</b>		
1.	All in One-Purpose Built Backup Solution that includes Backup Software and Backup Storage.		
2.	The system integrates backup management, backup storage management, and backup storage software and hardware.		
3.	The proposed storage should be 2 x active-active controllers.		
4.	Multi-core processors are used.		
5.	The total number of physical cores in the proposed storage appliance are min of 24 core per controller.		
6.	Actual cache capacity of whole offered storage should be at least 256 GB (excluding any performance acceleration module, FlashCache, PAM, SSD Cache, or SCM).		
7.	Proposed solution should have 4 x 16/32Gbps FC, 4 x 10GbE ports per Controller (including required SFPs & cables).		
8.	The actual usable capacity must equal to 50 TB.		
9.	The proposed appliance should provide min of 3.84 TB enterprise-level SAS SSDs (non-SATA interfaces).		
10.	The proposed storage should support RAID-6, RAID-TP and tolerates the failure of any three disks in a RAID group.		
11.	RAID-6 should be configured in the proposed solution.		
12.	One set of backup and recovery system supports periodic backup protection, remote replication of copies, long-term retention of copies, and immediate mounting and access of copies.		
13.	Supports online backup protection for Oracle, MySQL, SQL Server, PostgreSQL, DB2, SAP HANA. The backup jobs are configured in the graphical user interface (GUI) mode.		
14.	Supports backup and restoration of file system.		
15.	Supports full backup and incremental forever backup of VMware, Fusion Compute.		
16.	Supports global deduplication and compression functions, including inline variable-length deduplication, back-end deduplication.		
17.	The following functions are supported: user and permission management, separation of administrator, user, and audit permissions, and allocation of different resources, policies, and backup management permissions to different users.		
18.	Supports centralized monitoring and unified management of data backup. Backup jobs, backup resources, and alarm information can be managed in a unified manner through a single GUI, managing backup jobs of multiple backup devices.		
19.	Compatibility with the existing solutions.		
20.	OEM-led training conducted by a certified trainer in a fully operational and properly equipped lab environment in OEM training center. The training should follow the principal curriculum and include exam vouchers for the offered solution, with a minimum certification level of professional. Comprehensive documentation must be provided directly by the OEM trainer.		



## Annexure D – Integrity Pact

\_\_ [the Bidder] hereby declares that it has not obtained or induced the procurement of any contract, right, interest, privilege or other obligation or benefit from NITB/ The Government of Pakistan (GoP) or any administrative subdivision or agency thereof or any other entity owned or controlled by it (GoP) through any corrupt business practice.

Without limiting the generality of the foregoing, [the Bidder] represents and warrants that it has fully declared the brokerage, commission, fees etc. paid or payable to anyone and not given or agreed to give and shall not give or agree to give to anyone within or outside Pakistan either directly or indirectly through any natural or juridical person, including its affiliate, agent, associate, broker, consultant, director, promoter, shareholder, sponsor or subsidiary, any commission, gratification, bribe, finder’s fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or inducing the procurement of a contract, right, interest, privilege or other obligation or benefit in whatsoever form from NITB/ GoP, except that which has been expressly declared pursuant hereto.

[The Bidder] certifies that it has made and will make full disclosure of all agreements and arrangements with all persons in respect of or related to the transaction with GoP and has not taken any action or will not take any action to circumvent the above declaration, representation or warranty.

[The Bidder] accepts full responsibility and strict liability for making any false declaration, not making full disclosure, misrepresenting facts or taking any action likely to defeat the purpose of this declaration, representation and warranty. It agrees that any contract, right, interest, privilege or other obligation or benefit obtained or procured as aforesaid shall, without prejudice to any other right and remedies available to NITB/ GoP under any law, contract or other instrument, be voidable at the option of NITB/ GoP. Notwithstanding any rights and remedies exercised by NITB/ GoP in this regard, [the Bidder] agrees to indemnify NITB/ GoP for any loss or damage incurred by them on account of its corrupt business practices and further pay compensation to NITB/ GoP in an amount equivalent to ten times the sum of any commission, gratification, bribe, finder’s fee or kickback given by [the Bidder] as aforesaid for the purpose of obtaining or inducing the procurement of any contract, right, interest, privilege or other obligation or benefit in whatsoever.

For and On Behalf Of

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

NIC No: \_\_\_\_\_



## Annexure E – Non-Disclosure Agreement

This Mutual Non-Disclosure Agreement (“Agreement”) is made and entered into between National Information Technology Board (NITB), and [Bidder Name], individually referred to as a ‘Party’ and collectively referred to as the ‘Parties’. The Parties wish to exchange Confidential Information (as defined below in Section 2) for the following purpose(s):

- to evaluate whether to enter into a contemplated business transaction; and
- if the Parties enter into an agreement related to such business transaction, to fulfil each Party’s confidentiality obligations to the extent the terms set forth below are incorporated therein (the “Purpose”).

The Parties have entered into this Agreement to protect the confidentiality of information in accordance with the following terms:

1. The Effective Date of this Agreement is \_\_\_\_\_.
2. In connection with the Purpose, a Party may disclose certain information it considers confidential and/or proprietary (“Confidential Information”) to the other Party including, but not limited to, tangible, intangible, visual, electronic, present, or future information such as:
  - Business secrets.
  - Financial information, including pricing.
  - Technical information, including Installation, Commissioning, Configuration, Integration & Testing of Network Infrastructure.
  - Business information, including operations, planning, marketing interests, and products.
  - The terms of any agreement entered into between the Parties and the discussions, negotiations and Proposals related thereto and
  - Information acquired during any facilities tours.
3. The Party receiving Confidential Information (a “Recipient”) will only have a duty to protect Confidential Information disclosed to it by the other Party (“Discloser”):
  - If it is clearly and conspicuously marked as “confidential” or with a similar designation;
  - If it is identified by the Discloser as confidential and/or proprietary before, during, or promptly after presentation or communication; or
  - If it is disclosed in a manner in which the Discloser reasonably communicated, or the Recipient should reasonably have understood under the circumstances, including without limitation those described in Section 2 above, that the disclosure should be treated as confidential, whether or not the specific designation "confidential" or any similar designation is used.
4. A Recipient will use the Confidential Information only for the Purpose described above. A Recipient will use the same degree of care, but no less than a reasonable degree of care, as the Recipient uses with respect to its own information of a similar nature to protect the Confidential Information and to prevent:
  - Any use of Confidential Information in violation of this agreement; and/or



- Communication of Confidential Information to any unauthorized third parties. Confidential Information may only be disseminated to employees, directors, agents or third-party contractors of Recipient with a need to know and who have first signed an agreement with either of the Parties containing confidentiality provisions substantially similar to those set forth herein.
5. Each Party agrees that it shall not do the following, except with the advanced review and written approval of the other Party:
    - Issue or release any articles, advertising, publicity or other matter relating to this Agreement (including the fact that a meeting or discussion has taken place between the Parties) or mentioning or implying the name of the other Party; or
    - Make copies of documents containing Confidential Information.
  6. This Agreement imposes no obligation upon a Recipient with respect to Confidential Information that:
    - Was known to the Recipient before receipt from the Discloser;
    - Is or becomes publicly available through no fault of the Recipient;
    - Is independently developed by the Recipient without a breach of this Agreement;
    - Is disclosed by the Recipient with the Discloser's prior written approval; or
    - Is required to be disclosed by operation of law, court order or other governmental demand ("Process"); provided that (i) the Recipient shall immediately notify the Discloser of such Process; and (ii) the Recipient shall not produce or disclose Confidential Information in response to the Process unless the Discloser has: (a) requested protection from the legal or governmental authority requiring the Process and such request has been denied, (b) consented in writing to the production or disclosure of the Confidential Information in response to the Process, or (c) taken no action to protect its interest in the Confidential Information within 14 business days after receipt of notice from the Recipient of its obligation to produce or disclose Confidential Information in response to the Process.
  7. EACH DISCLOSER WARRANTS THAT IT HAS THE RIGHT TO DISCLOSE ITS CONFIDENTIAL INFORMATION. NO OTHER WARRANTIES ARE MADE. ALL CONFIDENTIAL INFORMATION DISCLOSED HEREUNDER IS PROVIDED "AS IS".
  8. Unless the Parties otherwise agree in writing, a Recipient's duty to protect Confidential Information expires after three (03) years from the date of disclosure. A Recipient, upon Discloser's written request, will promptly return all Confidential Information received from the Discloser, together with all copies, or certify in writing that all such Confidential Information and copies thereof have been destroyed. Regardless of whether the Confidential Information is returned or destroyed, the Recipient may retain an archival copy of the Discloser's Confidential Information for use solely in the event a dispute arises hereunder and only in connection with such dispute.
  9. This Agreement imposes no obligation on a Party to exchange Confidential Information, proceed with any business opportunity, or purchase, sell, license and transfer or otherwise make use of any technology, services or products.
  10. Each Party acknowledges that damages for improper disclosure of Confidential Information may be irreparable; therefore, the injured Party is entitled to seek equitable



relief, including injunction and preliminary injunction, in addition to all other remedies available to it.

11. This Agreement does not create any agency or partnership relationship. This Agreement will not be assignable or transferable without the prior written consent of the other Party.
12. This Agreement may be executed in two or more identical counterparts, each of which shall be deemed to be an original including original signature versions and any version transmitted via facsimile and all of which taken together shall be deemed to constitute the agreement when a duly authorized representative of each Party has signed the counterpart.
13. This Agreement constitutes the entire agreement between the Parties with respect to the subject matter hereof, and supersedes any prior oral or written agreements, and all contemporaneous oral communications (if any). All additions or modifications to this Agreement must be made in writing and must be signed by the Parties. Any failure to enforce a provision of this Agreement shall not constitute a waiver thereof or of any other provision.

<b>NITB</b>	<i>[Company Name]</i>
Address:	Address:
Name:	Name:
Signature:	Signature:
Title:	Title:
Date:	Date: