



**N A T I O N A L T E L E C O M M U N I C A T I O N
C O R P O R A T I O N**

HEADQUARTERS G-5/2, ISLAMABAD

e-Bidding documents

FOR

**Procurement of Managed DNS Service for NTC for a Period of
Three (03) Years**

Through EPADS (www.eprocure.gov.pk)

e-Tender Notice # HQ/ADV-03/2025-26

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SECTION-I

INSTRUCTIONS TO THE BIDDERS

1 INVITATION TO e-BIDS

Tender Notice No. HQ/ADV-03/ 2026-27

National Telecommunication Corporation (NTC), invites electronic bids from the contractor's / service providers, registered with Income Tax and Sales Tax Department having relevant experience for supply of following Licenses:

Tender No.	Description of Service	Last Date & Time of Bid Submission	Bid Opening Date & Time
03	Procurement of Managed DNS Service for NTC for a Period of Three (03) Years	23-07-2026 @ 1100 Hrs	23-07-2026 @ 1130 Hrs

Bidding documents as per regulations, containing detailed terms and conditions, specifications and requirements etc. are available for the registered bidders on EPADS at (www.eprocure.gov.pk).

Electronic bids must be submitted through EPADS on or before the bid closing date and time, as specified in the table. Manual bids will not be accepted. Electronic bids will be opened on the same day, at least 30 minutes after the bid closing time, as indicated in the table.

Note: Notification of the GRC constituted in terms of Rule-48 of PPRA rules, 2004 is provided on EPADS at www.eprocure.gov.pk and on www.ntc.net.pk.

Director (Procurement)

Room # 05, Ground Floor, NTC HQs, Sector G-5/2 Islamabad

Phone: 051-9245833, 9245975 **Fax:** 051-9245719

www.ntc.net.pk

2 INTRODUCTION

National Telecommunication Corporation (NTC) was established on 1st January 1996 through Pakistan Telecommunication (re-organization) Act 1996 Under section 5 (2) (a) of the subject Act. NTC provides Telecommunication Services to its designated customers in accordance with the rights and privileges granted to the Corporation vide Pakistan Telecommunication (re-organization) Act 1996 and the license issued by the Pakistan Telecommunication Authority (PTA). NTC is registered with Federal and all Provincial Sales Tax Authorities like Punjab Revenue Authority, Sindh Revenue Board, Baluchistan Revenue Authority and Khyber Pakhtunkhwa Revenue Authority.

3 SCOPE OF WORK

3.1 Service Model

- a. NTC requires a fully managed DNS Load Balancer Service (DNS-as-a-Service) hosted entirely at the Contractor's own licensed data center(s) in Pakistan.
- b. No equipment shall be installed at any NTC premises. NTC's role is limited to consuming the service via the Public IPs provided by the Contractor.
- c. The Contractor shall own, operate, maintain, and secure all infrastructure underpinning the service

3.2 DNS Load Balancer Infrastructure

- a. Deploy two (2) DNS Load Balancer nodes at Contractor's data center in Active-Standby High Availability (1+1) configuration.
- b. Each node shall independently sustain a minimum of 30,000 DNS Queries per Second (QPS) to guarantee full capacity during failover events.
- c. Both nodes shall be reachable via Public IP addresses announced over PTCL and Transworld (TW) backbones simultaneously, ensuring dual-backbone path redundancy for NTC.
- d. All rack space, power, cooling, physical security, and network connectivity at the hosting facility are the Contractor's sole responsibility.

3.3 Backend DNS Resolution

- a. Maintain a pool of minimum four (4) backend DNS resolvers behind the load balancer for redundant recursive resolution.
- b. Implement health-check-based load distribution across resolvers; failed resolvers shall be automatically removed from the pool without manual intervention.
- c. Support configurable forwarding, DNS caching, negative caching, and DNSSEC validation.

3.4 PTA-Compliant DNS Blocking Architecture

- a. Implement a DNS blocking mechanism (Response Policy Zone – RPZ or equivalent approved by PTA) to enforce PTA-mandated domain/URL blocking.
- b. Blocking lists received from NTC (as relayed from PTA) shall be applied within two (2) hours of receipt, without any service interruption.
- c. Maintain a full audit log of all blocked DNS queries: timestamp, source IP, queried domain, and blocking rule matched.

- d. Logs to be retained for minimum twelve (12) months and made available to NTC and PTA within 24 hours of request.
- e. Blocking functionality shall operate on both HA nodes simultaneously; failover shall not result in any gap in blocking enforcement.

3.5 IPS/IDS Integration

- a. Integrate IPS/IDS capability within the DNS blocking architecture for deep inspection of DNS traffic.
- b. IPS/IDS shall detect and block DNS-based threats including DNS tunneling, DNS amplification/reflection attacks, and DNS data exfiltration.
- c. Signatures to be updated within 24 hours of vendor release of critical updates; all updates applied without service disruption.
- d. IPS/IDS event logs to be included in monthly compliance reports to NTC.

3.6 Monitoring, Reporting & NOC

- a. Operate a 24x7 Network Operations Center (NOC) responsible for proactive fault detection, resolution, and SLA management.
- b. Provide NTC with read-only access to a real-time web-based monitoring dashboard displaying availability, QPS throughput, query latency, and blocked query statistics.
- c. Submit monthly performance and PTA compliance reports to NTC by the 5th of each calendar month.
- d. Provide ad-hoc reports within 48 hours upon NTC's written request.
- e. Conduct quarterly service review meetings with NTC to assess performance, SLA adherence, and upcoming changes.

4 QUALIFICATION CRITERION OF BIDDERS

Invitation to submission of sealed bids is open to all firms in Pakistan who meet following conditions: -

- 4.1 The status of firm for Income Tax must be "active" and for Sales Tax as "operative".
- 4.2 The firm must have relevant experience i.e. minimum two (02) managed DNS service deployments. The firm must provide Contract and client name, contact, service description and QPS scale.
- 4.3 The firm must have hosted the DNS service on a security certified (ISO 27001 or equivalent) on-premises/cloud Data Center. The firm must provide Data Center Location, Tier Classification and certifications.
- 4.4 The firm must provide undertaking on at-least PKR 200/- Judicial Paper that:
 - a) The firm is not black listed from any government organization.
 - b) The firm does not have any linkage with India and/or Israel regarding ownership and sponsoring.
- 4.5 The bidder must fully comply to the tender clauses as per [Annex-D](#).

Note: *Prospective Bidder Must Provide Valid Documentary Proof against serial # (4.1 to 4.5) along with the bid. Non-Submission of any of above document will lead to Consideration of a firm as NON-RESPONSIVE & Sub-sequent NON-CONSIDERATION for the evaluation.*

5 COST OF TENDERING

The bidder shall bear all costs associated with the preparation and submission of its bid and the NTC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tendering process.

6 CLARIFICATIONS OF TENDER DOCUMENTS

- 6.1 A prospective bidder requiring any clarification(s) regarding technical and commercial aspects of the tender document may notify to NTC on EPADS platform only, however, in case of further clarification/understanding are required, the bidder may contact following NTC Officers:

Divisional Engineer (Procurement)-I	Director (Procurement)
Tel: 051-9245864, Fax: 051-9245977	Tel: 051-9245833, Fax: 051-9245977
Email: shaukat.ali@ntc.org.pk	Email: kashif.nawaz@ntc.org.pk

- 6.2 The concerned NTC officer will respond to any request for clarification on EPADS, which receives well before (approximate 05 working days or more) to the deadline for the submission of bids.

7 AMENDMENT OF TENDER DOCUMENTS

- 7.1 At any time prior to the deadline for submission of bids, the NTC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify or amend the tender documents by issuing an amendment on EPADS.
- 7.2 Any amendment thus issued shall be part of the tender documents. To afford bidders reasonable time in which to take an amendment into account in preparing their bids, the NTC may at its discretion extend the deadline for submission of bids if deemed necessary.

8 PREPARATION OF BID

- 8.1 Bid should be prepared in accordance with "Single Stage-Single Envelope" procedure.
- The envelope shall clearly mention the name of bidder & necessary information in bold & legible letters to avoid any confusion.
 - Bid documents and all correspondence will be in English language.
 - The bid should have a covering letter on letter pad of the firm. All pages of the bid shall be initialed/signed and official seal be affixed by the person(s) authorized to sign. In addition, all the pages of the submitted bid must be numbered. Complete bid shall be scanned and uploaded on EPADS.
- 8.2 Following documents shall be submitted with the proposal:
- Duly filled Bill of Quantity as per [Annex-A](#);
 - Duly filled Technical Compliance Statement as per [Annex-B](#);
 - Duly filled commercial compliance statement as per [Annex-D](#);
 - Valid Tender security;
 - Documentary evidence and Certificates as per qualification criteria;
 - Company Profile.
 - Detailed technical proposal including, but not limited to, detailed service architecture diagram, Business Continuity Plan & Disaster Recovery Plan.

NOTE: Every participant bidder shall submit all above mentioned documents. Non-submission of any of above documents will lead to declaration of bidder as non-responsive & non-consideration for further evaluation.

9 PRICE

- 9.1 Prices should be quoted in Pak Rupees on DDP basis as per [Annex-A](#).
- 9.2 The price quoted should be firm, final, and clearly written/typed without any ambiguity. Any overwriting will lead to cancellation of bid at the time of opening.
- 9.3 The quoted price should include all the applicable government taxes, custom duties, in-land transportation, & any other applicable charges.
- 9.4 The prices should be valid for duration of the contract i.e. Three (03) Years.
- 9.5 It is mandatory that the rates / prices shall be entered against each item in the Bill of Quantity (BOQ) at [Annex-A](#).
- 9.6 The bidder shall be deemed to have obtained all information as to all the requirements thereto which may affect the bid price.
- 9.7 Price of any or all items quoted in a currency other than PKR shall be converted into PKR and for calculation purpose conversion rate (i.e. selling) prevailing on the date of tender opening shall be applied.

10 BID SECURITY

- 10.1 The bidder shall furnish tender security amounting to **PKR.200,000/- (Pak Rupees Two Hundred Thousand Only)** in the form of Pay Order or Deposit at Call or a Bank guarantee as per [Annex-E](#) issued by a scheduled bank of Pakistan in favor of Managing Director NTC valid for a period 120 days beyond bid validity.
- 10.2 The Original Bid Security shall be delivered in person or sent by the registered mail which should reach the office of Director (Procurement) Room # 05, Ground Floor, NTC HQ, G-5/2 Islamabad on or before **1100 Hours on July 23, 2026**. Any online bid for which original bid security does not reach before deadline of the bid shall be rejected by the NTC as non-responsive.
- 10.3 Scanned Copy of bid security shall be uploaded by the bidder on EPADS before deadline of bid submission. Any bid not accompanied by bid security shall be rejected by the NTC as non-responsive.
- 10.4 The bid securities / earnest money of the unsuccessful bidders will be returned upon award of contract to the successful bidder or on expiry of validity of tender security whichever is earlier. The bid securities of bidders, who are not in competition, can be returned earlier at NTC discretion upon receiving a request.
- 10.5 The tender security of the successful bidder will be returned when the bidder has furnished the required Performance Security and signed contract agreement.
- 10.6 All correspondence regarding release/extension of bid security shall be made with Director (Procurement) NTC HQ.
- 10.7 The bid security may be forfeited:
 - a. If a bidder withdraws his bid during the period of bid validity.
 - b. If the bidder does not accept the correction of their bid price.
 - c. In the case of successful bidder, if bidder fails to furnish the required performance security or sign the contract agreement.
 - d. If bidder does not respond timely to the clarifications called by NTC.

11 VALIDITY OF BIDS

Bid shall remain valid for a period of 120 days from the date of tender opening.

12 DEADLINE FOR SUBMISSION OF BID

- 12.1 The bid shall be uploaded in PDF format on PPRA EPADS website i.e. www.eprocure.gov.pk on or before **1100 Hours on July 23, 2026**.
- 12.2 The bidders are required to follow procedure of EPADS and for any clarification/assistance regarding EPADS they may contact PPRA Helpline UAN: 051-111-137-237.
- 12.3 Bid received other than EPADS i.e. hard/Soft copy delivery in person or through e-mail or fax or registered mail will be not accepted by NTC.

13 OPENING OF BID

- 13.1 The NTC tender committee will download the bids at **1130 Hours on July 23, 2026** in the presence of bidders' representatives who choose to attend, at NTC HQ G-5/2 Islamabad.
- 13.2 NTC reserves the right to reject any one or all bids prior acceptance of a bid / proposal.
- 13.3 NTC reserves the right to reject any one or all bids as per Public Procurement Rules, 2004 33(1).

14 RESPONSIVENESS OF BIDDERS

- 14.1 The bid is valid till required period.
- 14.2 The bid prices are firm during its validity and inclusive of all taxes, duties & freight charges etc.
- 14.3 The bidder has furnished valid tender security.
- 14.4 The bidder is qualified to tender.
- 14.5 The bid is generally in order.
- 14.6 The bidder promptly responds to queries sought by NTC.
- 14.7 The bidder has submitted requisite samples of the quoted items and provided technical compliance to the specifications.
- 14.8 The bidder has complied to the tender clauses.

NOTE: *"Any bidder found non-compliant in any of above mentioned conditions will be declared as non-responsive and will not be considered for further Evaluation proceedings. A bidder once declared "Non-responsive" shall not subsequently be made responsive by the NTC."*

15 EVALUATION CRITERION FOR MOST ADVANTAGEOUS BIDDER

- 15.1 The tender evaluation committee will evaluate and compare only the bids previously determined to be substantially responsive.
- 15.2 Evaluation will be carried out on **Qualification, Quality and Cost basis**.
- 15.3 The **Most advantageous bidder** shall be the one fully complaint to **qualification criteria**, complaint to **quality evaluation criteria** and **highest ranked** in cost evaluation criteria as defined below:

15.4 Qualification Evaluation Criteria:

In first step, the received bids shall be evaluated on qualification criteria mentioned above. The bidders fully compliant to qualification criteria shall be declared as qualified. **Any firm found non-compliant in any of these conditions will be declared disqualified and will not be considered for further evaluation proceedings.**

15.5 Quality Evaluation Criteria:

It will be examined in detail whether the offered/quoted solution by the bidder complies the Technical Compliance Statement as enunciated in [Annex-B](#). For this purpose, the bidder's data including technical proposal submitted with the bid will be compared with terms and conditions set forth in the tender documents; supported documents & clarification will be sought in case compliance is not evident from the literature / documents. **Any bid which does not fully comply the Technical Compliance Statement will be declared technically disqualified and will be rejected by NTC.**

15.6 Cost evaluation criteria:

Cost evaluation of the bids shall be carried out by comparison of bids evaluated prices as per bill of quantity at [Annex-A](#). The bidder with lowest financial price will be declared as **highest ranked** and so on.

15.7 Any effort by a bidder to influence NTC in the tender evaluation, bid comparison or order award decision may result in the rejection of his bid.

15.8 Any minor informality or non-conformity or irregularity in the bid which does not constitute a material deviation may be waived by NTC, provided such waiver does not prejudice or affect the relative ranking of any other bidders.

16 CLARIFICATIONS / CORRECTIONS OF BID

16.1 To assist in the examination, evaluation and comparison of the bids the committee at its discretion may ask the bidder for a clarification of its bid. The request for clarification and the response shall be in writing (i.e. letter or email etc.) and no change in the price or substance of the bid shall be sought, offered or permitted.

16.2 Arithmetical errors will be rectified on the following basis:

"If there is a discrepancy between unit price and total price that is obtained by the multiplying the unit price and quantity, the unit price shall prevail and total price shall be corrected. If there is a discrepancy between the words and figures the amount in words shall prevail. If there is a mistake in addition / totaling that can be corrected."

16.3 If the bidder does not accept the corrected amount of bid, their bid will be rejected and their bid security forfeited.

17 COMMERCIAL COMPLIANCE STATEMENT

The bidder will furnish a compliance certificate with the bid as per enclosed format as per [Annex-D](#) (duly signed along with company seal).

18 AWARD CRITERIA & NTC'S RIGHT

- 18.1 The contract will be awarded to Most Advantageous Bidder on as-a-whole basis.
- 18.2 The NTC reserves the right to accept or reject any bid, and to annul the tendering process and reject all bids, at any time prior to award of order, without thereby incurring any liability to the affected bidders or any obligation to inform the affected bidders of the grounds for the NTC's action.

19 NOTIFICATION OF AWARD & SIGNING OF CONTRACT AGREEMENT

- 19.1 Prior to expiration of the period of tender validity prescribed by NTC, the NTC will notify the successful bidder in writing "Letter of Intent" through EPADs that their bid has been accepted. The bidder shall accept the LOI through EPADS.
- 19.2 The contract shall be signed with the successful bidder upon furnishing of acceptable performance security.

SECTION-II

TERMS & CONDITIONS OF CONTRACT

1 PERFORMANCE SECURITY

- 1.1 The successful bidder shall furnish to the NTC a performance security equivalent amounting to **PKR.300,000/-** (Pak Rupees Three Hundred Thousand Only) in the shape of Pay order or CDR or bank guarantee valid for a period of 39 months as per [Annex-F](#) at the time of signing of contract.
- 1.2 Failure of the successful bidder to furnish performance security shall constitute sufficient grounds for the annulment of the award and forfeiture of the tender security.
- 1.3 All the correspondence regarding release of performance guarantee shall be made with Director (Procurement) NTC HQ.
- 1.4 Performance security against the contract shall be released upon successful completion of contract period.

2 CONTRACTORS RESPONSIBILITIES

- 2.1 Host, own, and operate all DNS Load Balancer infrastructure at Contractor's data center(s). No NTC facility access required or permitted for service delivery.
- 2.2 Maintain 99.95% monthly service availability across both HA nodes and both backbone paths.
- 2.3 Announce and maintain Public IPs over PTCL and TW backbones, ensuring BGP route stability and redundancy.
- 2.4 Apply PTA blocking list updates within two (2) hours of receipt from NTC.
- 2.5 Provide 24x7 NOC coverage with P1 incident response within 15 minutes' acknowledgement and 2 hours' resolution.
- 2.6 Deliver monthly performance and PTA compliance reports and quarterly executive summaries.
- 2.7 Manage all capacity, hardware refresh, and software lifecycle activities without service impact.
- 2.8 Ensure all DNS query logs and PTA blocking records remain within Pakistan's territorial jurisdiction.

3 NTC RESPONSIBILITIES

- 3.1 Relay PTA-issued blocking lists to the Contractor within one (1) business day of receipt from PTA.
- 3.2 Configure NTC's internal network clients and resolvers to use the Public IPs provided by the Contractor.
- 3.3 Review and acknowledge monthly reports within five (5) business days.
- 3.4 Approve or reject planned maintenance windows within 48 hours of Contractor's notification.
- 3.5 Cooperate with the Contractor during quarterly service reviews and provide feedback within agreed timelines.

4 COMMENCEMENT OF SERVICES

- 4.1 The Contract shall come into force from the date of signing by both parties.
- 4.2 Contractor shall, within 04 Weeks from signing of contract, will install and make ready necessary resources required to render the managed DNS service and shall notify NTC in writing upon achieving readiness for verification.
- 4.3 The contractor shall submit service readiness documentation for NTC review. The document to be submitted shall include architecture as-built, security posture report, IPS/IDS baseline configuration, PTA blocking integration confirmation, and NOC contact matrix. NTC shall review and approve the readiness within 05 working days upon complete satisfaction of Project Director.
- 4.4 NTC shall conduct Service Acceptance Test (SAT) in coordination with the contractor. Service Acceptance Certificate (SAC) shall be issued by Project Director upon successful completion of SAT with no outstanding critical or major deficiencies. Minor Deficiencies to be resolved within fourteen (14) days of SAC issuance.
- 4.5 SAC issuance shall mark the official Service Commencement Date and start of contract service period i.e. Thirty-Six (36) Months.

5 MONTHLY ACCEPTANCE CERTIFICATE

- 5.1 The contractor shall submit performance report on monthly basis.
- 5.2 Project Director will issue a monthly Acceptance Certificate in favor of contractor after satisfying themselves in all respect.
- 5.3 NTC reserves the right to commission independent third-party testing at any point during the contract to verify SLA compliance; costs shall be borne by NTC unless a breach is confirmed, in which case costs shall be borne by the Contractor.

6 PAYMENT

- 6.1 Payment of monthly Managed DNS Service will be made on quarterly basis by Finance wing NTC HQ through Project Director based on the monthly Acceptance Certificates. Contractor shall furnish quarterly invoice covering the months of respective quarter for which payment is required to be processed.
- 6.2 The Contractor will submit the commercial invoice & sales tax invoice in triplicate to Project Director. The Contractor will clearly mention NTN & GST number of both supplier & purchaser on the invoice (NTC NTN # 1218153-6, NTC GST # 07-01-9802-013-64). Taxes will be deducted as per government rules.
- 6.3 Taxes will be deducted as per government rules at the time of payment.

7 CONTRACT CLOSURE

- 7.1 The Contract shall automatically expire upon completion of three (03) years from the date of commercial commencement, unless extended by mutual written agreement of the parties under the governing laws of the time.
- 7.2 Upon expiry or termination of the Contract, the contractor shall ensure uninterrupted availability of the services until the effective date of closure and shall provide reasonable transition support, if required, for a period not exceeding One Hundred and Twenty (120) days.

- 7.3 The contractor shall remove its active equipment, if any, from the NTC's facilities within a mutually agreed timeframe. NTC shall facilitate safe access for such removal.
- 7.4 All outstanding payments for services satisfactorily rendered up to the date of expiry or termination shall be settled in accordance with the Contract.
- 7.5 Termination or expiry of the contract shall not relieve either party of any accrued rights, liabilities, penalties, or obligations that have arisen prior to the effective date of termination.

8 DEFAULT BY CONTRACTOR

- 8.1 If the contractor fails to provide the Software/Licenses/Solution, refuses or fails to comply with a valid instruction of the NTC, the NTC may give notice and stating the default.
- 8.2 If the contractor has not taken all practicable steps to remedy the default within 14 working days after receipt of NTC notice, the NTC may by a second notice cancel the contract and performance security will be confiscated.

9 ARBITRATION AND APPLICABLE LAW

- 9.1 This Agreement shall be governed under Pakistani law and the Courts at Islamabad shall have exclusive jurisdiction over any matter that may be referred to a Court under this Agreement.
- 9.2 In the event that any dispute arises between the Parties under this Agreement, one Party shall issue notice to the other Party to mutually negotiate a resolution to the dispute. If the negotiations fail to resolve the dispute within seven (7) days of receipt of the notice, the dispute shall be referred to the Managing Director, National Telecommunication Corporation ("MD") or their nominee who shall provide a personal hearing to Contractor and render a decision thereon within a period of thirty (30) days. In the personal hearing conducted pursuant to this clause, the Contractor shall not be represented by a legal practitioner within the meaning of the Legal Practitioners and Bar Councils Act, 1973.
- 9.3 If the Contractor is aggrieved of the decision of the MD or their nominee rendered under clause 9.2 thereof, the Contractor may refer the dispute to arbitration within thirty (30) days of the date of the decision of the MD or their nominee under the Arbitration Act, 1940 or any law that the Arbitration Act, 1940 is repealed, amended, or modified by at the time of referral of the dispute to arbitration. The arbitration shall be conducted before a Sole Arbitrator to be appointed by the consent of the Parties. The seat and venue of arbitration shall be at the National Telecommunication Corporation Headquarters, Sector G-5/2, Islamabad. The arbitration and the award thereof shall be conducted in the English language.
- 9.4 The costs and fees of the Sole Arbitrator shall be shared by the Parties equally. A Party shall bear the costs and fees of its legal practitioners and other personnel that a Party engages for the arbitration unless otherwise awarded by the Sole Arbitrator.

10 FORCE MAJEURE

- 10.1 The Contractor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delay in

- performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- 10.2 If either party is temporarily rendered unable, wholly or in part by Force Majeure to perform its duties or accept performance by the other party under the Contract it is agreed that on such party, giving notice with full particulars in writing of such Force majeure to the other party within 14 (fourteen) days after the occurrence of the cause relied on, then the duties, of such party as far as they are affected by such Force Majeure shall be suspended during the continuance of any inability so caused but for no longer period and such cause shall as far as possible be removed with all reasonable speed. Neither party shall be responsible for delay caused by Force Majeure.
- 10.3 The terms "Force Majeure" as used herein shall mean Acts of God, strikes, lockouts or other industrial disturbance, act of public enemy, war, blockages, insurrections, riots, epidemics, landslides, earthquakes, fires, storms, lightning, flood, washouts, civil disturbances, explosion, Governmental Export/Import Restrictions (to be supported by a letter from the relevant Authority and verified by the Diplomatic Mission in Pakistan), Government actions/restrictions due to economic and financial hardships, change of priorities and any other cause similar to the kind herein enumerated or of equivalent effect, not within the control of either party and which by the exercise of due care and diligence either party is unable to overcome.
- 10.4 The term of this Contract shall be extended for such period of time as may be necessary to complete the work which might have been accomplished but for such suspension. If either party is permanently prevented wholly or in part by Force Majeure for period exceeding 12 (twelve) months from performing or accepting performance, the party concerned shall have the right to terminate this contract immediately giving notice with full particulars for such Force Majeure in writing to the other party, and in such event, the other party shall be entitled to compensation for an amount to be fixed by negotiations and mutual agreement.
- 10.5 If a Force Majeure situation arises, the Contractor shall promptly notify NTC in writing of such conditions and the cause thereof. Unless otherwise directed by NTC in writing, the supplier shall continue to perform its obligations under the contract as far as is reasonably practicable, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

11 TERMINATION FOR INSOLVENCY

The NTC may at any time terminate the contract by giving written notice to the bidder, without any compensation to bidder. If the bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to action to the NTC.

12 TERMINATION FOR CONVENIENCE

Without prejudice to the contractor, the NTC may send a written notice to the bidder, terminate the contract in whole or in part any time for its convenience. The notice of termination shall specify that the termination is for the NTC's

convenience, the extent to which performance or work under the contract is terminated and the date upon which such termination becomes effective.

13 PROJECT DIRECTOR

Director (Data Network) NTC HQs Islamabad

Ph: 051-9215588,

Email: muhammad.sarwar@ntc.org.pk

14 DEBARMENT / BLACKLISTING OF FIRM

14.1 As per clause-19 of the PPRA rules 2004, NTC reserves the right of debarment 'or' blacklisting of a firm, association, corporation, joint venture, company, partnership or any other legal entity subject to any of the following acts: -

- a. Consistent failure to provide satisfactory performance.
- b. Contractor becomes insolvent.
- c. Existence of judicial decision against a contractor in respect of a corrupt or collusive practice.
- d. Submission of false and spurious documents, making false statements and allegations to gain undue advantage.
- e. Commission of fraud.
- f. Contractor abandons the contract.
- g. Contractor without reasonable excuse fails to commence the work 'or' suspends the progress of work for 14 days.
- h. Contractor is not executing the work in accordance with the contract or is persistently or flagrantly neglecting to carry out his obligations under the contract.
- i. Commission of embezzlement, criminal breach of trust, theft, cheating, forgery, bribery, falsification or destruction of records, receiving stolen property, false use of trademark, securing fraudulent registration with sales tax authorities, Pakistan Engineering council etc, giving false evidence, furnishing of false information of serious nature.

14.2 Managing Director NTC will constitute a committee comprising of three NTC officers and they will investigate the matter in connection with allegation of corrupt, fraudulent, coercive or collusive practices or illegally harassment or threat. Moreover, the committee shall also accord adequate opportunity of being heard to the contractor who is to be debarred / blacklisted. The said committee will forward its clear recommendations for the approval of Managing Director NTC.

14.3 The debarment shall be for a reasonable specified period of time, commensurate with the seriousness of the cause. However, the debarment period shall not exceed from three years. Moreover, NTC also reserves the right of permanent blacklisting of a contractor subject to severity of the corrupt or fraudulent practices.

15 INTEGRITY

15.1 The Contractor hereby declares that it has not obtained or induced the procurement of this Contract or a right, interest, privilege or other obligation or benefit under this Contract from Government of Pakistan or any administrative subdivision or

agency thereof or any other owned or controlled by it (GoP) through any corrupt business practice.

- 15.2 Without limiting the generality of the foregoing the Contractor 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, any commission, gratification, bribe, finder's fee or kickback, whether described as consultation fee or otherwise, with the object of obtaining or including the procurement of this Contract or a right, interest, privilege or other obligation or benefit under this Contract in whatsoever form from GoP, except that which has been expressly declared pursuant hereto.
- 15.3 The Contractor 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 Clause.

16 DECLARATION OF BENEFICIAL OWNERS' INFORMATION

The "Declaration of Beneficial Owners' Information of Public Procurement Contract Awarded Regulations, 2022" require that the contractor shall be bound to provide beneficial ownership information as per Performa attached as [Annex-G](#).

ANNEX-A: BILL OF QUANTITY (BOQ)

Sr.	Description	Unit	Qty	Unit Price without Taxes (PKR)	Tax	Unit Price with Taxes (PKR)	Total amount with Taxes (PKR)
1	DNS Recursive Resolution Service – Managed, hosted at Contractor's data center(s) with PTA-Compliant DNS Blocking – RPZ or equivalent; real-time list synchronization and DNS Query Capacity – Sustained 30,000+ QPS (aggregate across HA nodes)	Month	36				
Total Amount in Pak Rupees with GST							

ANNEX-B: TECHNICAL COMPLIANCE STATEMENT

1 CORE SERVICE SPECIFICATION

Parameter	Specification / Requirement	Required Compliance	Bidder's Compliance
Service Model	DNS-as-a-Service (DNSaaS) – fully managed, hosted at Contractor's data center(s)	M	
HA Configuration	Active-Standby (1+1); automatic failover without manual intervention; failover < 30 seconds	M	
DNS Throughput	Minimum 30,000 QPS aggregate; each node independently capable of sustaining full load	M	
DNS Query Latency	Average < 10 ms; 99th percentile < 30 ms measured from NTC-designated probe point	M	
Supported DNS Protocols	DNS/UDP (port 53), DNS/TCP, DNS over TLS (DoT), DNS over HTTPS (DoH)	M	
Backbone Reachability – PTCL	Solution publicly reachable via PTCL backbone; BGP-announced Public IPs (min. 2)	M	
Backbone Reachability – TW	Solution publicly reachable via Transworld (TW) backbone; BGP-announced Public IPs (min. 2)	M	
Backend Resolver Pool	Minimum 4 backend resolvers; health-check-based load distribution; automatic failover on resolver failure	M	
DNS Blocking Engine	Response Policy Zone (RPZ) or equivalent; real-time list application without service interruption	M	
IPS/IDS Integration	In-line or out-of-path inspection of DNS traffic; covers DNS tunneling, amplification, exfiltration; centralized signature management	M	

Parameter	Specification / Requirement	Required Compliance	Bidder's Compliance
PTA Blocking List Sync	Applied within 2 hours of receipt; full audit log of blocked queries (timestamp, source IP, domain, rule)	M	
Log Retention	Minimum 12 months; accessible to NTC and PTA on request within 24 hours	M	
Monitoring Portal	Web-based; 24x7 NTC read-only access; real-time dashboards for availability, QPS, latency, blocked queries	M	
IPv6 Support	Dual-stack (IPv4 and IPv6) on all service endpoints	M	
Rate Limiting	Per-source-IP rate limiting to prevent DNS amplification/reflection abuse	M	
Management Security	TLS 1.2+ for all management interfaces; RBAC with MFA; full admin audit log retained 12 months	M	
Reporting	Monthly performance and PTA compliance reports; quarterly executive summary; ad-hoc reports within 48 hours on request	M	
Data Residency	All DNS query logs and PTA blocking records to remain within Pakistan jurisdiction	M	

2 PTA COMPLIANCE REQUIREMENTS

- The Contractor shall provide a written PTA compliance declaration with the bid, confirming full adherence to PTA's Internet Exchange and DNS regulatory framework.
- The DNS blocking engine shall support RPZ (Response Policy Zone) or a PTA-approved equivalent mechanism.
- Blocking lists shall be applied atomically (all-or-nothing) to avoid partial application states.
- The system shall produce a daily automated report of all blocked queries, formatted as per PTA's reporting template (NTC to provide template).

- e. Any new PTA directive requiring changes to blocking architecture shall be implemented by the Contractor within 30 calendar days of notification by NTC.
- f. The Contractor shall cooperate fully with any PTA audit of DNS blocking compliance, including providing log access and system walk-throughs.

3 SECURITY & DATA REQUIREMENTS

- a. All DNS query logs and PTA blocking records must be stored within Pakistan's territorial jurisdiction; no data to be processed or stored outside Pakistan without prior written NTC approval.
- b. The Contractor shall submit a security posture document with the bid, covering physical data center security, network segmentation, access control, and incident response procedures.
- c. The Contractor shall notify NTC within two (2) hours of any security incident affecting the DNS service, followed by a written incident report within 24 hours.
- d. Annual third-party penetration testing of the DNS service infrastructure shall be conducted by the Contractor; results shared with NTC within 30 days of test completion.
- e. The Contractor shall maintain ISO/IEC 27001 certification or equivalent for the hosting data center, and provide evidence annually.

4 CAPACITY AND SCALABILITY

- a. The Contractor shall proactively monitor capacity utilization and notify NTC when utilization consistently exceeds 70% of contracted QPS, with a capacity upgrade plan.
- b. The contracted 30,000 QPS must be sustained at all times; burst capacity of at least 50% above contracted QPS (i.e., 45,000 QPS) must be available to handle traffic spikes without degradation.
- c. Any capacity upgrade shall be implemented without service interruption and without requiring changes to NTC's network configuration (i.e., same Public IPs maintained).

ANNEX-C: SERVICE LEVEL AGREEMENT

1 SERVICE LEVEL REQUIREMENTS

SLA Parameter	Target / Threshold	Measurement Method	Consequence of Breach
Service Availability	99.95% per calendar month (max ~22 min downtime)	Contractor NOC + NTC portal	SLA credit per breach tier
DNS Throughput	30,000+ QPS sustained (aggregate both nodes)	Monthly load test report	Service upgrade required if breached
DNS Query Latency	< 10 ms average; < 30 ms 99th percentile	Probe-based from NTC test point	SLA credit applicable
HA Failover Time	Automatic failover < 30 seconds	Quarterly drill + logs	SLA credit applicable
PTA Blocking Accuracy	100% of PTA-mandated domains blocked at all times	Monthly PTA compliance report	Regulatory; potential regulatory penalty
Blocking List Update	Applied within 2 hours of receipt from NTC/PTA	Change log timestamps	SLA credit applicable
IPS/IDS Signature Update	Within 24 hours of vendor critical release	Change log review	SLA credit applicable
Incident Response – P1 (Outage)	Acknowledge: 15 min Resolve: 2 hours	Ticketing system	SLA credit; escalation to senior mgmt
Incident Response – P2 (Degraded)	Acknowledge: 30 min Resolve: 4 hours	Ticketing system	SLA credit applicable
Incident Response – P3 (Minor)	Acknowledge: 2 hrs Resolve: next business day	Ticketing system	
Monthly Report Submission	By 5th of each month	Report receipt date	Warning; deduction after 2 consecutive misses
Planned Maintenance Window	Min. 72 hours advance notice; max 4 hours/month	Maintenance calendar	Excluded from availability SLA
Transition-Out Data Handover	Complete within 60 days of contract end/termination	Verified by NTC	Contractual obligation

2 SLA CREDIT SCHEDULE

2.1 Monthly availability SLA credits shall be applied as follows:

Monthly Availability Band	SLA Credit	Remarks
< 99.95% but ≥ 99.5%	5% of monthly service fee	Applied to next invoice

Monthly Availability Band	SLA Credit	Remarks
< 99.5% but ≥ 99.0%	10% of monthly service fee	Applied to next invoice
< 99.0% but ≥ 98.0%	20% of monthly service fee	Applied to next invoice
< 98.0%	30% of monthly service fee + formal notice	Repeated: grounds for termination

- 2.2 SLA credits are the sole financial remedy for service availability breaches unless the contract specifies otherwise.
- 2.3 Three (3) or more <98% SLA breaches within any rolling 90-day period shall constitute grounds for contract termination for cause.
- 2.4 Planned maintenance windows (with minimum 72 hours' prior notice and NTC approval) are excluded from availability calculations, subject to a maximum of 4 hours per calendar month.
- 2.5 Force majeure events, as defined in the contract, shall be excluded from SLA calculations upon written notification within 24 hours.

3 RESPONSIBILITY MATRIX

P = Primary Responsibility | S = Supporting / Coordination Role

Activity / Deliverable	Contractor	NTC	Notes
Provision and manage DNS Load Balancer infrastructure (hardware, OS, software)	P		Fully Contractor-owned and operated
Host solution at Contractor's own licensed/leased data center(s)	P		No NTC premises involvement
Ensure HA (1+1) configuration with < 30 sec automatic failover	P		Demonstrated at commissioning
Provision and maintain backend DNS resolver pool	P		Min. 4 resolvers, health-checked
Maintain 30,000+ QPS throughput at all times	P		Monitored via portal
Receive PTA blocking lists and apply within defined SLA	P	S	NTC to relay PTA lists to Contractor
Maintain IPS/IDS signatures and DNS threat blocking	P		
Provide NTC with 24x7 monitoring portal/dashboard access	P		Read-only access for NTC
Submit monthly performance and PTA compliance reports	P		By 5th of each month

Activity / Deliverable	Contractor	NTC	Notes
Manage all firmware, software, and signature updates	P		Change notification to NTC
Provide 24x7 NOC support with defined SLA response times	P		
Conduct quarterly performance reviews with NTC	P	S	Joint activity
Relay PTA blocking lists received from PTA to Contractor	P		NTC regulatory liaison
Designate NTC technical focal point for coordination	P		
Review and sign-off monthly performance reports	P		
Manage change control approvals from NTC side	P		
Coordinate ISP peering arrangements (PTCL/TW) if required	P		
Provide DNS resolver target IPs for NTC's internal network configuration	P		Contractor provides; NTC configures clients

ANNEX-D: COMMERCIAL COMPLIANCE STATEMENT

Sr	Description	Complied	Not Complied	Partially complied	Remarks
1	Invitation To e-Bids				
2	Introduction				
3	Scope Of Work				
4	Qualification Criterion Of Bidders				
5	Cost Of Tendering				
6	Clarifications Of Tender Documents				
7	Amendment Of Tender Documents				
8	Preparation Of Bid				
9	Price				
10	Bid Security				
11	Validity Of Bids				
12	Deadline For Submission Of Bid				
13	Opening Of Bid				
14	Responsiveness Of Bidders				
15	Evaluation Criterion For Most Advantageous Bidder				
16	Clarifications / Corrections Of Bid				
17	Commercial Compliance Statement				
18	Award Criteria & NTC's Right				
19	Notification Of Award & Signing Of Contract Agreement				
	Contract Conditions				
1	Performance Security				
2	Contractors Responsibilities				
3	NTC Responsibilities				
4	Commencement Of Services				
5	Monthly Acceptance Certificate				
6	Payment				
7	Contract Closure				
8	Default By Contractor				
9	Arbitration And Applicable Law				
10	Force Majeure				
11	Termination For Insolvency				
12	Termination For Convenience				
13	Project Director				
14	Debarment / Blacklisting Of Firm				
15	Integrity				
16	Declaration Of Beneficial Owners' Information				

ANNEX-E: BID SECURITY FORMAT

Bank Guarantee No. -----
Dated at Islamabad, the -----
Amount -----
Validity -----

To,

THE MANAGING DIRECTOR,
NATIONAL TELECOMMUNICATION CORPORATION
HEAD QUARTERS G-5/2
ISLAMABAD.

Dear Sir,

WHEREAS M/s _____ (hereinafter called the Tenderer) have requested us through _____ Bank Ltd., to furnish Bid Security by way of Bank Guarantee in your favour in the sum of _____ (IN FIGURE) _____ (IN WORDS) against your Tender Notice No. _____ dated _____ for _____.

WE HEREBY AGREE AND UNDERTAKE:

- i. To make unconditional payment _____ to you on demand without further question or reference to the Tenderer in case of withdrawal or modification of bid or any default or non-execution of the Contract or refusal to accept order by the Tenderer from the date of opening of bids until the expiry of the validity of their offer,
- ii. To keep this guarantee in full force from (date) _____ upto _____ (date) _____ the date until which the Tenderer's offer is valid.
- iii. To extend the period of guarantee if such extension be necessary beyond the date stated in para (ii) and as so desired by the tenderer.

Any claim arising out of this guarantee must be lodged with this Bank within the period the guarantee is valid and before the date of its expiry. After this date the guarantee will be considered null and void and should be returned to us.

Yours faithfully,

Name of the Bank: _____
Authorized officer's Signature & Seal: _____

ANNEX-F: PERFORMANCE BOND FORMAT

Bank Guarantee No. -----
Date of Issue -----
Valid upto -----
Value (Rs.) -----

FROM: _____

TO,

THE MANAGING DIRECTOR,
NATIONAL TELECOMMUNICATION CORPORATION
HEAD QUARTERS G-5/2
ISLAMABAD.

SUBJECT: B/G AND DATE FOR _____ ON BEHALF OF _____ FOR
DUE AND FAITHFUL PERFORMANCE ORDER NO. _____
DATED _____.

Whereas M/s _____ (hereinafter called the Supplier) have
requested us to furnish a Bank Guarantee in your favour in the sum _____ (IN WORDS)
_____ as performance security against order
No.. _____ dated _____ to be concluded between the Supplier and National
Telecommunication Corporation HQs G-5/2 Islamabad.

WE HEREBY AGREE:

- 1). To make an un-conditional payment of _____ to you on demand without any further question or reference to the Supplier upon failure of the Supplier to perform the Order for which you will be the sole judge.
 - 2). To keep this guarantee valid in full force from this date upto the time of the due and faithful completion of the Order under reference (the schedule of implementation shall be as described in the Purchase order and its subsequent amendments) or till _____ whichever date is later. The faithful completion of the order by the Supplier will be intimated by the NTC.
 - 3). To extend the period of the enforceability of this guarantee if such extension be necessary or desired by you of us. All claims thereunder must be submitted to the Bank of _____ on or before the expiry date mentioned in this guarantee are the date mentioned in its extensions issued from time to time, after which this guarantee will become null and void and should be returned to us. Irrespective of its return, we shall consider ourselves fully discharged from any obligation there under after the said expiry date.
- Dated This Day of _____

Authorized Signature:

& Seal of bank

ANNEX-G: DECLARATION OF BENEFICIAL OWNER INFORMATION

Declaration of Ultimate Beneficial Owners Information for Public Procurement Contracts

1. Name
2. Father's Name/Spouse's Name
3. CNIC/NICOP/Passport no.
4. Nationality
5. Residential address
6. Email address
7. Date on which shareholding, control or interest acquired in the business.
8. In case of indirect shareholding, control or interest being exercised through intermediary companies, entities or other legal persons or legal arrangements in the chain of ownership or control, following additional particulars to be provided:

1	2	3	4	5	6	7	8	9	10
Name	Legal form (Company/Limited Liability Partnership/Association of Persons/Single Member Company/ Partnership Firm/ Trust/Any other individual, body corporate (to be specified))	Date of incorporation	Name of registering authority	Business Address	Country	Email address	Percentage of shareholding, control or interest of BO in the legal person or legal arrangement	Percentage of shareholding, control or interest of legal person or legal arrangement in the Company	Identity of Natural Person who ultimately owns or controls the legal person or arrangement

9. Information about the Board of Directors (details shall be provided regarding number of shares in the capital of the company as set opposite respective names).

1	2	3	4	5	6	7	8
Name and surname (In Block Letters)	CNIC No. (in case of foreigner, Passport No)	Father's/ Husband's Name in full	Current Nationality	Any other Nationality (ies)	Occupation	Residential address in full or the registered/ principal office address for a subscriber other than natural person	Number of shares taken by each subscriber (in figures and words)
			Total number of shares taken (in figures and words)				

10. Any other information incidental to or relevant to Beneficial Owner(s).

Name & signature

(Person authorized to issue notice on behalf of the company)