Government of Papua New Guinea
National Information and Communications Technology Authority

National Information and Communications Technology Authority

UNIVERSAL ACCESS AND SERVICE (UAS)

REQUEST FOR PROPOSALS (RFP)

MSME ICT Hubs Project Lot2

UAS24_RFP_MSMEP_L2

PROVISION OF FIXED BROADBAND CONNECTIVITY AND ICT HUB INFRASTRUCTURE

JUNE 2026

NATIONAL INFORMATION AND COMMUNICATIONS TECHNOLOGY
UNIVERSAL ACCESS AND SERVICE (UAS)
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Contents

SUMMARY AND BACKGROUND

The National Information & Communications Technology Authority (NICTA) is seeking proposals from experienced and qualified Internet Service Providers (ISPs), ICT infrastructure providers, and power systems providers to design, supply, install, and operationalize Fixed Broadband Connectivity and supporting ICT infrastructure for fTwo (2) MSME ICT Hubs across Papua New Guinea.

The MSME ICT Hubs Project, Lot 2 is funded through NICTA's Universal Access and Service (UAS) Fund under the Fixed Broadband Program. The project aligns with the Government's Medium-Term Development Plan IV (MTDP IV), Strategic Priority Area 02 – Connect PNG Infrastructure and Deliberate Intervention Programs (DIP) 2.4.

This initiative recognizes the critical role of broadband connectivity and ICT services in enabling digital entrepreneurship, financial inclusion, and economic participation for Micro, Small and Medium Enterprises (MSMEs). Currently, ICT hub facilities supporting MSMEs are limited and largely concentrated in urban centres.

Through this RFP, NICTA seeks to establish broadband-enabled ICT hubs in partnership with:

- Centre for Excellence in Financial Inclusion (CEFI), part of the Bank of Papua New Guinea
- PNG Digital ICT Cluster Inc.
- Perepero Limited

The selected contractor(s) will be responsible for providing fixed broadband connectivity powered by reliable power solutions, ICT equipment, and operational support at the designated MSME ICT Hub sites.

1. PROPOSAL GUIDELINES

This RFP represents the requirements for an open and competitive process. All proposals must include a clear and concise response to each element outlined in this RFP. Proposals that fail to meet the requirements of the RFP will not be considered.

Proposals should be comprehensive and address all the elements listed in the scope of work, including technical specifications, project timelines, and budget. Bidders must provide detailed information about their experience, qualifications, and proposed solutions.

Proposals must be received by **4:30pm** on **17 July 2026**. Any proposals received after this date will not be considered. Proposals should include a detailed breakdown of costs, a timeline for the project, and a demonstration of the bidder's ability to meet the project requirements.

Bidders must submit their proposals electronically **ONLY** to uas@nicta.gov.pg. Any inquiries regarding the RFP should be directed to uas@nicta.gov.pg. **Mr. Richard Maposia** will oversee the project and facilitate communication.

2. PROJECT PURPOSE AND DESCRIPTION

Purpose:

The primary purpose of the MSME ICT Hubs Project is to expand access to fixed broadband connectivity and shared ICT infrastructure to support MSMEs across selected locations in Papua New Guinea.

The project aims to:

- Enhance digital entrepreneurship
- Improve access to ICT services
- Strengthen digital skills development
- Support start-up incubation and innovation
- Promote financial inclusion through digital platforms
- Ensure long-term sustainability of ICT-enabled business services

Description:

The MSME ICT Hubs Project involves the establishment of Two (2) broadband-enabled ICT hubs at the following sites:

Item #	Partner	Site	Location
1	Perepero Limited	Thomas Suaga Silasil Library	Karkar Island, Madang District
2	CEFI	Haus Europa – PNG UoT	Lae, Morobe Province

Each hub will be equipped with:

- Fixed broadband internet connectivity
- Reliable and sustainable power solutions
- ICT user devices and networking equipment
- Software and digital tools
- Basic furniture and facility setup
- Maintenance and operational support services

All equipment provided under this project is intended for the exclusive use of the designated MSME ICT Hub. Upon completion of the project, responsibility for ongoing operations will transition in accordance with contractual arrangements and sustainability plans.

3. PROJECT SCOPE

The project involves the following components:

3.1 Fixed Broadband Connectivity

System Design

Provide a comprehensive design for fixed broadband connectivity tailored to each MSME ICT Hub, ensuring reliable LAN infrastructure and hotspot Wi-Fi coverage within the facility.

All design proposals must comply with NICTA technical and regulatory requirements.

Supply and Installation of Equipment

- Supply and install fixed broadband systems capable of delivering reliable high-speed internet.
- Provide routers, firewalls, switches, indoor and outdoor wireless access points.
- Configure secure network infrastructure.

Network Configuration

- Implement secure access controls.
- Configure bandwidth management and Quality of Service (QoS).
- Install appropriate firewall and security protocols.

Training and Support

- Provide training to local hub administrators.
- Offer ongoing technical support and maintenance services.
- Implement monitoring tools to provide regular performance reports.

3.2 Power Solution

System Design

Provide detailed electrical and mechanical designs suitable for each site location, including remote and rural environments.

Supply of Equipment

Provide all required components including:

- Solar panels or other sustainable solutions (where required)
- Inverters
- Battery storage systems
- Mounting structures

- Monitoring systems
- Wiring and protection devices

Installation, Testing and Commissioning

- Professional installation in compliance with PNG regulations.
- Testing and commissioning to ensure continuous broadband support.
- Certification by a Licensed Electrician where required.

Training and Support

- Provide training on power system operation.
- Provide maintenance support and monitoring capabilities.

3.3 ICT Equipment and Hub Setup

- Supply and install user devices (computers/laptops).
- Install required operating systems and productivity software.
- Provide furniture required for hub operation.
- Ensure all installations meet safety and operational standards.

Logistics

The successful bidder will be responsible for:

- Packing and secure transportation of all ICT, power equipment and furniture.
- Coordination of sea, air, and land freight where applicable.
- Delivery to remote and urban locations.
- Temporary storage and staging if required.
- Coordination with local partners for site access.

PROJECT TIMELINE

Request for Proposal Timeline:

All proposals are to be submitted by **4:30pm** on **17 July 2026** via email **ONLY** to uas@nicta.gov.pg with the Subject ***Proposal for UAS24-RFP-MSMEPL2***

Evaluation of proposals will be conducted within two weeks from the deadline of the submission. If additional information or discussions are needed with any bidders during this two-week window, the bidder(s) will be notified.

The selection decision for the winning bidder will be made two weeks after the evaluation of the proposals. Upon notification, the contract negotiation with the winning bidder will begin.

Notifications to bidders who were not selected will be done after the completion of the evaluation.

Project Timeline:

The **RFP Timeline**

- RFP Issuance: **18, June, 2026**
- Proposal Submission Deadline: **17 July 2026**
- Evaluation Period: **20 July – 07 August 2026**
- Contract Negotiation: **10 August – 20 September 2026**

Project Implementation Timeline

Project implementation will commence upon signing of the contract.

- Implementation & Operations Period: **20 September 2026 – 30 September 2028**
- Project Closure: **30 September 2028**

The contract duration will be two (2) years, inclusive of installation, operational support, monitoring, and reporting.

All bidders must provide a detailed implementation schedule outlining milestones, delivery timelines, installation phases, and operational readiness dates.

PROJECT MANAGEMENT AND COMMUNICATION

Regular communication and updates between NICTA and the successful supplier will be essential to ensure the project stays on schedule and meets its objectives. Mr. Robert Griffin from NICTA will oversee the project and facilitate communication.

4. PROJECT BUDGET

The project will be funded by NICTA through the UAS Fund. A project amount of **K700,000.00** *(GST incl.)* has been set aside for this project. Cost efficiency will be a key evaluation criterion.

5. BIDDERS QUALIFICATION

To qualify for consideration, bidders must meet the following criteria:

- **Submission MUST be clearly MARKED.** All documents **MUST** be consolidated and a **SINGLE file** must be submitted. NON compliant to this rule will result in submission disqualified.
- For the Fixed Broadband Connectivity, the bidder must be a NICTA licensee and hold all necessary licenses to operate as an Internet Service Provider (ISP). Alternatively, an innovative entrepreneur may establish a Joint Venture (JV) with

an existing licensed ISP that possesses the required NICTA licenses and operational permits, ensuring full compliance with regulatory requirements.

- Demonstrated experience in providing fixed broadband internet services powered by sustainable power solutions in remote or challenging areas.
- Proven track record in managing and executing projects of similar scope or scale.
- Strong technical expertise and operation capacity to complete the project within the stipulated timeframe.
- Capability to provide ongoing technical support and maintenance.
- Compliance with all relevant regulatory requirements in PNG.
- Provide IPA Certificates to conduct business in PNG.
- Provide TIN Certificate in accordance with tax regulations for business in PNG.

6. PROPOSAL EVALUATION CRITERIA

Price will be a significant factor in our evaluation, but not the sole factor. We are looking for suppliers that deliver the best value with respect to investment. Proposals should demonstrate a clear understanding of project objectives and how their pricing structure aligns with those objectives. NICTA will evaluate the proposals based on the following criteria:

- **Compliance:** Adherence to the RFP requirements and compliance with relevant standards and regulations.
    - National Energy Authority (NEA) Certifications and Licences for the proposed power system.
- **Technical Approach:** The quality and feasibility of the technical solution proposed.
- **Experience and Qualifications:** The bidder's experience, past performance, and qualifications of their team.
- **Cost-effectiveness:** The overall cost and value for money.
- **Project Timeline:** Delivery timeline and ability to meet project deadlines.
- **Support and Maintenance:** The bidder's capability to provide ongoing support and maintenance.
- **Innovation and Value-Added Service:** Any additional value-added services or innovative approaches proposed.

7. CHANGE MANAGEMENT

Any proposed changes to the project scope, schedule, or budget will be submitted in writing and approved by both parties.

8. CONFIDENTIALITY

All information submitted in proposals will be treated as confidential.

9. **NICTA'S RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL PROPOSALS.**

Notwithstanding any provision of this RFP, NICTA may decide at any stage prior to due execution by both parties of the Contract, to accept or reject any Proposal, or to cancel the RFP process, or reject or disqualify the Proposal of one or more or all proponents, without thereby incurring any liability to any proponent.

ANNEXURE

i. PROJECT SITES

Name	Province	District	Budget					
			Fixed Broadband	*Device*	*Power*	*Software*	*Furniture*	*Logistics*
Thomas Suaga Silasil Library	Madang	Karkar	K60,000.00	K160,000.00	K90,000	K5,000	K20,000	K15,000.00
Haus Europa - PNG UoT	Morobe	Lae	K60,000.00	K160,000.00	K90,000	K5,000	K20,000	K15,000.00

Note: *NICTA reserves the right to change the recipient school without prior notice.*

ii. FIXED BROADBAND CONNECTIVITY TECHNICAL SPECIFICATIONS

The fixed broadband internet connectivity and network equipment must adhere to NICTA's technical specifications, ensuring compatibility, scalability, security, and reliability suitable for MSME ICT Hub operations.

1. Fixed Broadband Internet Connectivity

- **Bandwidth:** Minimum 20 Mbps download and 10 Mbps upload per MSME ICT Hub. The solution must be scalable to at least 50 Mbps without major infrastructure replacement.
- **Latency: -** Fibre / Microwave: < 50 ms (domestic routing) and - Satellite (where applicable): < 600 ms
- C**overage:** Ensure complete indoor Wi-Fi coverage throughout the ICT Hub facility with no dead zones.
- **Reliability:** Minimum 99% uptime (monthly availability).
- **Subscription Period:** 24 months broadband subscription inclusive of installation, configuration, monitoring, and support.
- **Contention Ratio:** Bidders must clearly specify contention ratio (if applicable).

2. Network Equipment

All network equipment supplied must be enterprise-grade and suitable for continuous operation in PNG environmental conditions.

I. Firewall (Next-Generation Firewall – e.g., FortiGate or Equivalent)

- **Interfaces:** Minimum 2 x Gigabit Ethernet WAN ports, Minimum 5 x Gigabit Ethernet LAN ports, Dedicated Management Port
- **Security Features:** Intrusion Prevention System (IPS), Antivirus, Web Filtering, Application Control, Email Filtering, SSL Inspection, VPN capability (IPSec/SSL)
- **QoS:** Quality of Service (QoS) for bandwidth prioritisation and Traffic shaping and rate limiting.
- **Power Consumption:** Maximum 50W–100W depending on model.

II. Router

- Ethernet Ports: Minimum 5 x Gigabit Ethernet ports for WAN/LAN integration.
- Wireless Support (Optional): Dual-band 2.4/5 GHz (802.11ac/ax).
- USB Port: USB 3.0 port for 3G/4G/LTE backup connectivity (optional).
- QoS: Built-in traffic prioritisation capability.
- Power Consumption: Maximum 20W–30W.

Managed Switch

Type: Layer 2 or Layer 3 Managed Gigabit Switch

Ports: Minimum 24 x Gigabit Ethernet Ports

Features: VLAN Support, QoS, SNMP Monitoring, Port Security, Spanning Tree Protocol, PoE (where required for WAPs).

Mounting: Rack-mountable configuration.

III. Indoor and Outdoor Wireless Access Points

- **Frequency Band:** Dual-band support (2.4 GHz and 5 GHz) for wider compatibility and better performance.
- **Data Rate:** Minimum of 1.3 Gbps (5 GHz) and 400 Mbps (2.4 GHz) for optimal throughput for outdoor WAP. Indoor WAP should have a minimum of 4.8 Gbps (5GHz) and 450 Mbps (2.4 GHz).
- **Antenna Type:** Integrated high-gain omnidirectional antennas.
- **Antenna Gain:** Minimum of 2dBi for 2.4GHz and 5dBi for 5GHz for indoor WAP. A Minimum of 8 dBi for 2.4 GHz and 14 dBi for 5 GHz for outdoor WAP.
- **Transmit Power:** Adjustable transmit power up to 30 dBm for extended range and penetration.
- **Range:** Capable of covering distances of 100m for indoor WAP and up to 1 kilometre for outdoor WAP, with potential for extended range using external antennas or repeaters.
- **Ethernet Ports:** Gigabit Ethernet ports with PoE (Power over Ethernet) support for easy installation and reduced cabling.

- **Power Supply:** 48V Passive PoE or 802.3af/at compliant PoE injector.
- **Weatherproofing:** IP67-rated enclosure for protection against harsh environmental conditions, including dust, rain, and extreme temperatures.
- **Mounting Options:** Pole, wall, or tower mounting brackets included for flexible installation options.
- **MIMO Technology:** Support for 2x2 or 3x3 MIMO for enhanced data throughput and improved signal quality.
- **Management:** Cloud-based or centralized management platform with real-time monitoring, remote configuration, and firmware updates.
- **Standards:** IEEE 802.11ac/n/a/g/b, compliant with international standards for wireless communication.

i. Rack Unit (RU):

- **Total Rack Units:** 18RU (Rack Units).
- **Height:** Approximately 31.5 inches (800.1 mm).
- **Width:** Standard 19 inches (482.6 mm) width to fit industry-standard equipment.
- **Depth:** Options ranging from 600 mm to 800 mm, depending on equipment size and cabling requirements.
- **Static Load Capacity:** Typically, up to 500 lbs (227 kg), depending on the model and mounting method.
- **Ventilation:** Perforated or vented top and side panels for passive cooling.
- **Grounding:** Pre-drilled grounding points with grommets for organised cable routing
- **Front Door:** Lockable front door (perforated or solid).
- **Side Panels:** Removable and lockable side panels for easy access while maintaining security.
- **Rear Door:** Optional or integrated rear door, usually with a locking mechanism.

ii. Hotspot:

- **User Capacity:** Supporting at least 20-30 devices connected simultaneously without significant degradation in performance. Ability to manage traffic across connected devices to ensure optimal performance for all users for load balancing.

- **Security:** Deploy the latest standard for Wi-Fi security such as WPA3 Encryption.
- **Pricing and Plans:** Setup data bundles and pricing for the Wi-Fi voucher for hotspot users. Consult schools to establish pricing.
- **Token Printer:** Thermal Receipt Printer with high-speed printing suitable for voucher printing.