

Call for Expression of Interest (EOI) for a Tender for the Provision of Dedicated Internet Access (DIA) Services for GIZ in Erbil, Iraq.

The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is a public-benefit federal enterprise that, on behalf of the German Government, supports many public and private sector clients in around 120 countries in achieving their objectives in international cooperation. With this aim, GIZ works together with its partners to develop effective solutions that offer people better prospects and sustainably improve their living conditions.

On behalf of the German Federal Ministry for Economic Cooperation and Development (BMZ) and other commissioning parties, GIZ implements a wide range of projects across Iraq, including the Kurdistan Region of Iraq (KRI). GIZ's daily work depends heavily on cloud-based business applications, online collaboration tools, video conferencing and secure access to corporate systems hosted outside Iraq. A stable, high-quality and secure internet connection is therefore essential to GIZ's operations in Iraq.

To this end, GIZ is seeking qualified and licensed Internet Service Providers (ISPs) to provide a Dedicated Internet Access (DIA) service over fiber-optic cable to its office in Erbil. The service shall include guaranteed symmetric (equal upload and download) bandwidth of at least 150 Mbps (**TO BE CONFIRMED**), unlimited traffic with no data quota, public IP addresses, 24/7 monitoring and technical support, and clearly defined service levels for availability, fault response and service restoration. The planned contract duration is 24 months, starting on 01.12.2026 (**TO BE CONFIRMED**).

Service requirements:

GIZ seeks a qualified and licensed Internet Service Provider to supply, install and maintain a Dedicated Internet Access (DIA) service over fiber-optic cable for its office in Erbil. The service must provide guaranteed, uncontended and symmetric bandwidth with unlimited traffic, high availability and responsive technical support. The aim is to ensure reliable, high-quality internet connectivity for GIZ's daily operations, including cloud-based applications, video conferencing and secure access to corporate systems hosted outside Iraq.

The selected company will be expected to:

- Provide a dedicated, symmetric fiber-optic internet connection with guaranteed bandwidth of at least 150 Mbps for both upload and download (**TO BE CONFIRMED**), with no data quota, no traffic limits and no time restrictions.
- Supply, install, configure and test all equipment needed to deliver the service up to the agreed handover point in the GIZ server room, and maintain or replace this equipment at no extra cost for the full contract period.
- Provide a block of static public IPv4 addresses (number **TO BE CONFIRMED**).
- Guarantee a minimum monthly service availability of 99.5% (**TO BE CONFIRMED**), measured and reported transparently.
- Provide 24/7 technical support with a clear escalation path, a response time of no more than 30 minutes (**TO BE CONFIRMED**) and service restoration within 4 hours (**TO BE CONFIRMED**) for critical faults.

- Meet defined performance levels for latency, packet loss and jitter, including on international routes.
- Has protection against network attacks (DDoS) on the GIZ connection (**TO BE CONFIRMED**).
- Increase bandwidth temporarily at GIZ's request for specific events, at no extra cost.
- Provide monthly service reports covering availability, incidents and resolution times.
- Support the relocation of the service to a new GIZ office within Erbil if required during the contract period.
- Hold valid licences to provide internet services issued by both the KRG Ministry of Transport and Communications and the relevant federal Iraqi authority (Communications and Media Commission and/or Ministry of Communications).
- Provide the service under a business package with no content filtering, traffic shaping or service restrictions. Family or residential packages that filter content are not acceptable.
- Allow GIZ to increase bandwidth at any time during the contract at the unit prices agreed in the offer, complete installation within 30 days of contract signature (**TO BE CONFIRMED**), and notify GIZ in writing at least five working days (**TO BE CONFIRMED**) before any planned maintenance, scheduling such work outside GIZ working hours wherever possible. In urgent cases, GIZ must be informed as early as possible before the work starts.
- At the end of the contract, or if the contract is terminated, keep the service fully running until GIZ's new provider is live, cooperate with GIZ and the new provider for a smooth handover, and not remove or disable any equipment until GIZ confirms the transition is complete.
- keep the GIZ connection running during government-ordered internet suspensions, such as those during national exams. Bidders should state whether their business service is normally exempt from these suspensions.

Interested companies are requested to send a Letter of Interest with the following documents:

- Introduction of the company, including its experience in providing business internet services and its network coverage in Erbil.
- Scanned copies of valid licenses to provide internet services, issued by the KRG Ministry of Transport and Communications and the relevant federal Iraqi authority, together with the company registration certificate.
- Bank details from a local bank (bank name, account holder and IBAN).
- A signed self-declaration confirming that the company has not been blacklisted by any government, semi-governmental or private institution, and stating any legal disputes related to its services in the current year or the last two (2) years.
- Company structure and number of employees, including the number of technical and support staff.
- At least three references for dedicated business internet services (not home or FTTH packages) provided in the last three years, with contract values and client contact details. At least two references must be in Iraq.
- A description of the company's network and internet source, including the name of the

upstream provider(s) or wholesale company the internet is purchased from, how the connection reaches Iraq, whether the company has more than one upstream source for backup, and the route of the fiber line from the company's network to the GIZ premises. (This information will be treated as confidential)

- A letter addressed to GIZ, confirming:
 - that the company is interested in and will participate in the tender
 - the full names of the owner and authorized representatives, with their signature samples and company stamp samples.

Required Technical Qualifications:

- The service provider must have at least three years of proven experience in providing dedicated business internet services (DIA) over fiber-optic cable in the Kurdistan Region of Iraq, preferably in Erbil.
- The service provider must have direct control over the fiber connection to the customer's premises, either through its own network or through a clear agreement with the infrastructure owner that guarantees the same response and repair times.
- The service provider must operate a 24/7 Network Operations Centre (NOC) and have qualified technical staff based in Erbil, able to reach the GIZ premises within 4 hours **(TO BE CONFIRMED)** in case of on-site faults.
- The service provider should have experience providing internet services to international organisations, embassies, INGOs, development agencies or large corporate clients under a formal Service Level Agreement.

Interested companies must submit the above-mentioned documents and the full contact details of their company by the deadline stated below.

This expression of interest is a market search for qualified suppliers. GIZ reserves the right to select the best-qualified companies for a future tender for the provision of dedicated internet services to GIZ in Iraq.

Interested companies must submit the above-mentioned documents by email to procurement.iraq@giz.de, organised digitally in the same order as listed above, and sent by the owner of the company or an authorised representative. Submissions that do not follow these instructions will be considered non-responsive.

The email subject must read: EOI – Dedicated Internet Access Services – [Company Name]

On 17.10.2026 at 17:00

EOI – Call for Expression of Interest (EOI) for a Tender for the Provision of Dedicated Internet Access (DIA) Services for GIZ in Erbil, Iraq

Yours Sincerely,

Procurement and Contracting Unit

Deutsche Gesellschaft für
Internationale Zusammenarbeit (GIZ) GmbH

E procurement.iraq@giz.de

I www.giz.de