

INDEPENDENT UNIVERSITY, BANGLADESH (IUB)

Bidding Documents

NAME OF THE WORKS:

Providing Bandwidth for Internet Access

January- 2019

COMPANY NAME :

ADDRESS :

DATE OF ISSUE :

TENDER ENQUIRY SCHEDULE

Name of the works: Providing Bandwidth for Internet Access to Independent University, Bangladesh. (IUB)

Location: Central Information Technology Services (CITS), Data Centre (Room No # 5024), Plot # 16, Block # B, Aftabuddin Ahmed Road, Bashundhara, Dhaka.

Independent University Bangladesh (IUB) invites sealed quotations from Internet Service Providers under the following terms and conditions:

Terms and Conditions:

1. The bidder will be liable to supply & install all the necessary equipment required to provide the Bandwidth in IUB.
2. The bidder must provide redundant last mile connections from the ISP's nearest 2 (two) POP(s) both using optical fiber. Furthermore, these connections should auto switched (within 30 sec) in case of failure of one of the fibers. The bidder may be asked to demonstrate this last mile solution before awarding the final work order.
3. The bidder may be required to provide Internet Bandwidth to IUB for a period of maximum 15 (fifteen) days, free of cost, for test purpose.
4. The bidder must have an experience to provide minimum 100 MB bandwidth (downlink) to any other clients in a single work order.
5. The bidders call center and field teams should be available 24/7/365.
6. The response (physically) time for the bidder must be less than 2 hours for any connectivity problem IUB may face.
7. The bidder must ensure 99.999% uptime for its own network infrastructure.
8. Please give detail information about the human resource of the bidder's Call Center, Support Teams, Field Teams, i.e. number of personals, number of shifts they work etc.
9. IUB will initially sign a service agreement for a period of 12 (twelve months). The period may be extended upon satisfactory delivery of service.
10. IUB has the rights to terminate the contract at any time with a prior notice of one month.
11. **A service interruption will be measured from the time of reporting to the service provider up to the restoration of the service. If service interruption is found, the University authority has the right to adjust bill with the deduction resulting from the service interruption. Rate of deduction shall be three times more to the rate of the service provider charges to IUB per month.**
12. **Instruction to bidders:**
 - The successful bidder shall complete the works within 15 days from the date of issue of the work order in accordance with the applicable terms & conditions.
 - The total bid price will be expressed in Taka only; fraction of Taka should be rounded off.
 - Each page of the bid will be signed & authenticated by authorized official.
 - Trade license, IT and VAT Registration Certificate
 - List of major clients the supplier offered services / supplied
 - Copy of permission of regulatory bodies to provide internet bandwidth in Bangladesh.

13. **Date and Time of closing the tender:**

Tender will be received up to 2.30 pm on Tuesday, January 8, 2019

14. **Place of submission of tender:** Tender will be submitted in the **Purchase Department** of the Independent University, Bangladesh University, at Plot # 16, Block #B, Aftabuddin Ahmed Road, Bashundhara, Dhaka.
15. **Sealing and marking of Tender: The tender shall be submitted in sealed envelope, which shall be sealed and marked for the item on top and addressed to the Purchase Department of IUB.**
16. **Validity of offer:** The offer shall be kept firm and valid until forty five (45) days for consideration by the University.
18. **Clarification of tender:** To assist in examination, evaluation and comparison of offers the University may at its discretion ask the bidder for any clarification of the tender. The request for such clarification and the response thereto shall be made in writing and no charge in the price or substance of the tender shall be sought, offered or permitted.
19. **Buyer's Right to increase or decrease quantity:** The buyer reserves the right to increase or decrease the quantity of goods without any change in price and other terms and conditions at the time of placing order/ contract and it shall be binding on the successful bidder to accept order/ contract for the increased or decreased quantity at the quantity quoted price(s). For any new item which is not stated in their offer the price or the rates of the same may be negotiated or the market price will prevail.
20. **Payment:** There is no provision for advance payment in this contract. The payment will be made within 30 days from the date of receipt of the bill. The bill will include delivery challan, certification of installation & testing Goods Receiving Note (prescribed), Quality Certificate (prescribed) copies of work order in triplicate.
21. **Assessment of Tender:** The assessment of offer shall be made on the basis of tender terms, price, technical specification, country of origin, delivery schedule and any advantageous to the buyer.
22. **Taxes & Vat:** The quoted price shall be **EXCLUSIVE** of VAT. Income Tax as per the Bangladesh Government's rules.
23. **Installation & Certification:** The supplier will be liable for the installation of the items delivered to the buyer. The installation of these items will be supervised & certified by the concerned authorities of the buyer. If any item is found defective and not as per the desired specification or standard, the vendor will promptly replace the same at his own cost. Additionally, the supplier should ensure the following works during supply and installation of IT equipment.
- Qualified and experienced person should carry out the works to ensure trouble free operation of the system in maximum efficiency.
24. **Vendor's Risk:** Any risks involving damage to physical property, of personal injury & death arising during & in consequence of the performance of the contract other than the accepted risks is the responsibility of the vendor.
25. **Site Visit:** The contractor must visit the site before submitting their quotations. (as per requirement)
26. **Special Condition:** No conditional offer will be accepted.

27. **TECHNICAL SPECIFICATIONS:**

Operational Requirements / Service Levels:

- The desired Internet Access / Port service shall be a Tire-1 / Tire-2, non-metered dedicated line service supporting high speed internet access with following required parameters:
- Minimum average availability 98% (contiguous 7 day period)
- Minimum burstable 45 Mb/s bandwidth for downlink
- Maximum latency: 5ms between customer access point and ISPs Internet access point.
- Availability: 24 hours per day, 7 days per week, all year
- Customer Interface (hand-off): 1 Gigabit, prefer fiber handoff (full duplex)
- Redundant Connectivity: Service provider has to give two connections (different path) to carry the internet up to the premise.
- External Dynamic Routing: BGP with full internet routes
- Public IP Address: 64 Minimum
- Mail Backup Service: Service provider has to give a space for IUB mail and has to take backups for 7 days.
- Monitoring: Service provider has to provide a Real Time MRG Graph
- Connectivity: Layer 2 connectivity from ISP's Internet Router to IUB's Router (preferable)
- Should have paring with local Internet Exchange (IX)
- Able to provide both east and west traffic
- Should have cashing / paring with Google, Facebook, Akamai.
- Able to provide internet full route, default route, upstream default and partial route
- Assigning dedicated people for the troubleshoot any discussion if needed.

28. **Bill of Quantity: Please provide quotation **without VAT** latest by January 8, 2019 at 2.30 pm**

S/N	Description of the item	Per Month	Total Amount Per year	Remarks
1	Providing Bandwidth for Internet Access 250 Mbps downlink & 250 Mbps uplink dedicated.			