

RESTRICTED

TENDER SPECIFICATION FOR 10 MBPS PRIMARY PHYSICAL DATA CONNECTIVITY FOR DIGITAL RATION AND CLOTHING MANAGEMENT SOFTWARE

1. **Name of the Service.** 10 Mbps physical data connectivity (primary) between BNS HAJI MOHSIN and Ration Issue Point (RIP) Dhaka for Digital Ration and Clothing Management Software.
2. **Purpose.** Bangladesh Navy (BN) intends to purchase secured and reliable 10 Mbps physical data connectivity between BNS HAJI MOHSIN and Ration Issue Point (RIP) Dhaka for Digital Ration and Clothing Management Software. In this regard, BN calls offer from renowned ISPs in Bangladesh.
3. **Quantity.** 01 (one) package.
4. **Bidder.** Name and full address with e-mail of the bidder is to be mentioned.
5. **Scope of Supply/ Services.** The details of service/ support are as follows:

| Ser | Description | Bandwidth |
|-----|--|-------------|
| 1. | 10 Mbps physical data connectivity (primary) between BNS HAJI MOHSIN to Ration Issue Point for Digital Ration and Clothing Management Software of BN | 10 Mbps |
| 2. | Installation and Miscellaneous Cost (Optical Fiber (4 Core) and Other Accessories) | As required |

6. **Qualification of the Bidder.** Any genuine and renowned ISP/ Company/ firm may participate in this tender. In addition, following qualifications with necessary documentary proofs for business experience and up to date trade license with VAT, Tax certificates and client-lists are to be submitted with the offer:
 - a. Shall have point to point connectivity with Bangladesh Internet Exchange Trust (BDIX). Supporting documents are to be submitted in this regard.
 - b. Shall have own Nationwide ISP license and connectivity with 02 International Internet Gateway (IIG).
 - c. Shall have internet connectivity at least in 02 (two) Defence/ Government organizations. Details are to be submitted with the offer for verification by BN.
 - d. Shall have Nationwide Telecommunication Transmission Network (NTTN) service agreements for underground fiber optic connectivity with path level redundancy.
 - e. Membership of ISPAB, NIX and BTRC license shall be preferred. Necessary documents are to be submitted with the offer.
 - f. Shall have own office at Dhaka city for instant support.
 - g. Shall have DR site for full redundancy of both IIG are ISP Network. Necessary network diagrams are to be submitted.
 - h. Shall have at least 05 (five) years experience of working in internet and network sector of Bangladesh.
 - i. Shall have sufficient number of qualified engineers (CISCO and Microsoft certified) and technicians in the company's pay-roll to undertake the intended service contract. List of key engineers and technicians are to be submitted with the offer.
 - k. Shall have security measures against Distributed Denial of Service (DDoS) Attack, Protection, Monitoring, Mitigation etc.
 - l. Shall have Route Origin Authorization (ROA) Validation capability.
 - m. To provide documentation of network design and implemented firewall/ router policy with firewall router configuration files.
 - n. To ensure the confidentiality through Non-Disclosure Agreement (NDA), provided by BN authority Failing which, BN reserves the rights to cancel the contract.
 - p. No joint venture agreement shall be accepted.

RESTRICTED

7. **Support Services.** The bidder shall provide support for maintenance of the said network at all times. Following support services are to be provided:
- In case of any fault of data connectivity, bidder's maintenance team shall arrive at the site promptly. In every case, maintenance teams shall arrive at the site after receiving the call over telephone/ FAX/ email from authorized persons of NHQ, Dhaka within 01 (one) hour. The service shall be provided round the clock (24 x 7) throughout the year including govt holidays.
 - The maintenance team shall report to authorized persons of NHQ, Dhaka over telephone/ mobile email. All necessary action to solve/ repair/ replace the equipment shall start immediately.
 - In case of any non-compliance or partial compliance of any complaint, NHQ shall decide on the basis of explanation from the service provider and in that case decision of BN regarding payment against that complaint shall be final.
 - The service provider shall replace any damaged item/ equipment within 03 (three) days and make the system functional at their own cost.
8. **Features.** The above mentioned connectivity shall fulfill the following criteria:
- The medium of the connection shall be optical fiber for all terminal point up to the last mile connection, however provision for future extension shall be considered.
 - Full network shall be secured, uninterrupted, stable and reliable.
 - All connection endpoints shall have redundant line.
 - Location of terminal points is in BNS HAJI MOHSIN and Ration Issue Point (RIP) Dhaka.
 - The network shall be basing on Layer-2 architecture. But if required the network can be modified into Layer-3 network architecture with the permission of BN authority.
9. **Network Diagram/ Documents**
- The bidder shall submit the complete network diagram along with detailed description of the connectivity.
 - Technical documents (installation drawings, Installation instruction, specifications etc) required for installation are to be supplied well in advance.
10. **Responsibility for Loss or Damage.**
- Natural Calamities.** If any damage occurs to the system or network components due to an Act-of-God e.g. earthquake, fire, cyclone, flood, etc BN will bear the cost of spares and the bidder will provide the required services for the said repair/ restoration.
 - Other Causes.** If any damage occurs to the system or network components due to other causes (e.g. personal negligence or accident) the responsibility of damages will be assessed by a Joint Board of Enquiry comprising BN officers and bidder's representative. The repair cost will be finalized according to the recommendation of the board.
11. **Protection.** The bidder shall provide necessary arrangement to protect the network infrastructure (server, switch, router, media converter etc) from lightening as well as foreign voltage. If any damage occurs due to improper protection of the network infrastructure, the bidder shall bear the damage cost.
12. **Warranty and Support Service.**
- Minimum 12 (twelve) months assurance for trouble free operation shall be provided by the bidder/ manufacturer for the item from the date of acceptance by the buyer. If any component of the supplied item becomes defective during this warranty period, warranty shall be extended automatically (for relevant component) for the period of the subject component remains defective.
 - For warranty repair/ replacement, the bidder shall collect the defective item from NSSD, Dhaka and re-supply the same to the place after warranty repair or for replacement within 30 (thirty) days from the date of defect at no cost to the purchaser.

RESTRICTED

c. The bidder shall provide necessary support service if any component of the supplied items/ service becomes defective during this warranty period. In other cases, for advanced repairing/ replacement of any device, the bidder shall collect the defective item from NSSD, Dhaka.

13. **Count of Downtime.** BN shall take internet service availability into consideration by discarding the time for which the service was not available due to disruption from bidders end. Accumulation of such down time in a month shall be calculated and an equivalent amount of money shall be deducted from the total bill due for the corresponding month, along with 10% or more of monthly fee for the inconvenience caused to BN.

14. **Tenure of the Service.** Initial tenure of the service shall be for 01 (one) year with effect from the date of commissioning of the network connectivity. This may be extended upto 03 (three) months with same quoted price upon mutual agreements of both parties. After signing of the contract, at any time in future, BN shall have the option to increase/ decrease the bandwidth and pay proportionately as per the quoted rates.

15. **Termination of the Contract.** First party shall reserve the rights to terminate the contract at any time by giving a one month's notice to the second party.

16. **Price Quotation.** The bidder shall quote separate prices (in BDT) per scope of supply/ services in following table:

a. Onetime Cost

| Ser | Item Description | Price (Tk) |
|-----|--|------------|
| 1. | Installation and Miscellaneous Cost (Optical Fiber (4 Core) and Other Accessories) | |
| | Sub Total Price = | |

b. Recurring Cost

| Ser | Description of Each Type Service(s) | Per Mbps Bandwidth Cost (Tk)/ Unit price | Monthly Per Mbps Bandwidth Cost (Tk) | Yearly Per Mbps Bandwidth Cost (Tk) |
|-----|--|--|--------------------------------------|-------------------------------------|
| 1. | 10 Mbps physical data connectivity (primary) between BNS HAJI MOHSIN to Ration Issue Point for Digital Ration and Clothing Management Software of BN | | | |
| | Total Price(a+b)= | | | |

17. **Validity of Offer.** The offer will remain valid for 06 (six) months from the date of submission of the tender.

18. **Source of Supply.** To be mentioned.

19. Payment Terms.

a. 100% payment of supply and installation cost (para 16.a) will be paid after acceptance by BN.

b. On completion of satisfactory services for each month, BN shall pay the total amount (for internet bandwidth charges as well as for the support service charges) through SFC (Navy). In case the bidder fails to meet his obligations wholly or partially, he may be penalized proportionately at the discretion of Naval Headquarters.

20. **Other Conditions.** Following conditions shall apply for execution of the contract:

a. All payments shall be made by BN to the bidder through SFC (Navy) in accordance with the relevant Payment Schedules of the Contract. While paying the appropriate amount of VAT and Income Tax etc shall be deducted by SFC (Navy) from the due amount in accordance with the relevant rules and regulations of the Government. (As such, the bidders are to quote their prices inclusive of all relevant Govt taxes in Financial Offers). Final acceptance shall be issued thereof by ACINS.

RESTRICTED

b. BN shall not consider increase of price for any items/ services during the total time-span of project, either due to higher inflation-rate in the country or for increased taxation rate by the Government.

21. **Breach of BN Data Integrity and Facilities.** The bidder shall undertake utmost measures to preserve the integrity of BN data, records and IT facilities. For any breach of such integrity due to bidder activities, the bidder will be liable and subject to compensation and legal measures as applicable.

22. **Site Visit.** The bidder may visit the installation sites a Ration Issue Point (RIP) Dhaka before submission of tender to avoid any difficulties and confusion. The request for site visit shall be made at least five working days before the date of visit.

23. **Pre-bid Meeting.** A pre-bid meeting will be arranged at NHQ after floating this tender. To know the meeting schedule, bidders are requested to contact telephone no: 2343 (SO IT-I DNIT)/ 2344 (SO IT-II DNIT) or mobile No: 01769702343 (SO IT-I DNIT)/ 01769702344 (SO IT-II DNIT).

24. **Optional items.** Bidder may offer additional item (if deemed necessary) as optional items including their cost.

25. **Security Clearance.** After signing of the Contract, the bidder will submit the bio-data of his engineers/ technicians for obtaining security clearance. If any employee is not security cleared by BN, he/she will be substituted. In any case, the bidder (or his employees) will ensure complete 'Security of Information' while working with this project.

26. **Compliance Statement.** A clear and complete compliance statement of the bidder with necessary specification and drawing/ diagram shall be submitted for evaluation of the quotation. If any clause of this specification does not commensurate with offered items/ services practically, the deviation has to be spelt out clearly. Incomplete compliance statement shall attribute to cancellation of the offer.

27. **Delivery.** The complete system including all accessories shall be delivered within 30 days.

19/09/23
ASHRAFUL ISLAM
Lt Commander BN
SO IT-SD (Ration & Clothing Soft Secured Data Connectivity)
Naval Headquarters
Banani, Dhaka-1213

19/09/2023
SHAMSI BINTA SHAFIQUE
Co DNS (Rep), Member
Staff Officer (NS-1)
Naval Headquarters
Banani, Dhaka-1213

19.9.23
M BELLAL HOSSAIN
Lt Commander BN
SNM (Rep), Member-II
Naval Headquarters
Banani, Dhaka-1213

19/09/23
AHAMED AMIN ABDULLAH
Captain BN
DNW&EE, Member
Director of Naval Armament
Inspection and Supply
NHQ, Banani, Dhaka-1213

19-09-23
HASNAT MAHFUZ
Commodore BN
DNIT Member
Director of Naval Information & Technology
Naval Headquarters
Banani, Dhaka-1213

19/09/23
M MOHIDUL HASAN
Commodore BN
DNPE Member
Director of Naval Engineering
Naval Headquarters
Banani, Dhaka-1213

19/09/23
DNW&EE, President

M ABDUL LATIF
Commodore BN
Director of Naval Weapons
and Electrical Engineering
NHQ, Banani, Dhaka-1213