



Bangladesh Telecommunications Company Limited

Head Office

Telejogajog Bahaban, 37/E, Eskaton Garden, Dhaka-1000

Ref: 14.33.0000.046.18.002.22-11(21)

Date: 09-04-2024

Subject: Request for Proposal (RFP) for Rent switch, hard patching, support service etc at STT DC, Kolkata, India to Enhance BTCL's Internet Service.

Dear Valued Service Provider,

Please be informed that BTCL wants to call for proposal (RFP) of Rent switch, hard patching, support service etc at STT DC, Kolkata, India to Enhance BTCL's Internet Service. BTCL is hereby inviting Quotation from Service Providers regarding the above service.

In this regard, you are requested to send Quotation in properly sealed envelope as per attached RFP Document by 12:00 hours BST 28 April 2024 in person or via postal mail or electronic medium. Moreover, you must attach your valid trade license, income tax/vat related document and solvency document from bank to the quotation. RFP document is attached herewith. For any query, please contact the following person:

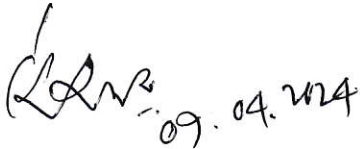
Engr. Abu Zafor Md. Ahasanul Hoque (Uzzal)

DGM (Core & upstream), BTCL

Email: uzzal18@btcl.net.bd, uzzal18@hotmail.com, uzzal18@yahoo.com

Mob: +8801550151447

All the offers/ proposals will be opened on 12.00 hours BST 28 April 2024 in front of the bidder's representatives, if any.


09.04.2024

(Syed Abdul Aziz)

General Manager (International)

Tel: +88-02- 55141715

Email: btcl.int@gmail.com, gm.intl@btcl.gov.bd



**Bangladesh Telecommunications Company
Limited (BTCL)**

Telejogajog Bhaban
37/E Easkaton Garden, Dhaka-1000

**Request for Proposal (RFP) for Rent switch, hard patching,
support service etc at STT DC, Kolkata, India to Enhance
BTCL Internet service.**

March 2024

1.0 Introduction

Bangladesh Telecommunications Company Limited (BTCL) is a leading telecommunication service provider in Bangladesh. It is providing Telecommunication services e.g. Basic Telephony, Internet, Domestic L2 and L3 VPN Service etc. To Enhance BTCL Internet users experiences BTCL want to Rent switch with optical Module, hard patching, support service etc at STT DC, Kolkata, India. BTCL invites financial offers from the Internet service Provider/Data centre service provider of Bangladesh.

2.0 Eligibility requirement of the bidder

2.1 The Bidder shall submit necessary document(s) showing its eligibility to provide Rent switch with optical Module, hard patching, support service etc at STT DC, Kolkata, India.

- i) Trade license
- ii) ISP/IIG license.

3.0 Scope of the work/Responsibility Matrix.

A. For connectivity with Switch at STT DC at Kolkata:

- a. BTCL will provide Transmission capacity at STT Kolkata.

B. For connectivity with switch at STT DC at Kolkata:

- a. The Provider (i.e. Bidder) shall provide hard patching to fulfill the connectivity and Hands on service as required, at **STT DC at Kolkata for one year.**
- b. The provider (i.e. Bidder) shall provide a Switch and install in the BTCL rack with SFP module (Details is later) and patch cord and support services.
- c. All hard patching and any other charges at STT DC Kolkata premise shall be borne by the provider (i.e. Bidder) and claim to BTCL according the agreements/proposed rates.

4. Submission of Quotation

The bidder shall submit one complete set of original offer and each page shall be signed by the bidder or a person or persons duly authorized to sign the contract. The letter of authorization shall be indicated by written power-of-attorney accompanying the offer.

A soft copy of the offer document shall also be provided. The soft copy shall contain the exact replica of the original offer. All the supporting documents, printed literature etc. shall be scanned and copied into the soft copy. The soft copy may be submitted into a CD.

Offer shall be sent to the following address within specified date mentioned in the invitation letter. The responsibility for ensuring that the offers are submitted in time, vests with the bidder:

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General Manager, International
Bangladesh Telecommunications Company Limited (BTCL)
Telejogajog Bhaban (2nd Floor), (Room no # 316)
37/E, Eskaton Garden, Dhaka-1000, Bangladesh
Phone: +880 2 9320115
FAX: +880 2 9320116
Email: dirint@btcl.com.bd; btcl.int@gmail.com

5. Late offers

Any Quotation received by BTCL after the deadline for submission of the Quotation as prescribed by BTCL shall be rejected and returned unopened to the Bidder.

6. Clarification of offers

- a. BTCL may ask the Bidder for clarifications of its Quotation.
- b. The requests for the clarification and the responses shall be in writing and/or via email.

7. Validity of the Quotation

The Bidders Priced Quotation must remain valid for at least **90 (Ninety) days** after the date of the RFQ submission. A bid valid for a shorter period than the specified period shall be considered **"Non-responsive"** by BTCL.

8. Clarifications and amendments of the RFQ documents

- a. A prospective Bidder requiring any clarification of this RFQ Document may notify such queries to BTCL, in writing, by letter or facsimile or e-mail, at the mailing address/FAX/e-mail as indicated service.
- b. At any time prior to the deadline for RFQ submission, BTCL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, amend/modify the RFQ Document by amendment.
- c. The amendment will be notified to all prospective Bidders. Such amendment, if made, shall become part of the RFQ Document and will be binding on Bidders. BTCL reserves the rights to add/ delete/ modify any condition of the RFQ Document.
- d. In order to provide reasonable time to the prospective Bidders to take the amendment into account in preparing their Offers, BTCL may at its discretion, extend the deadline for the RFQ submission, by any period of time it deems fit.

9. Format and signing of the submitted Quotation

- a. The bidder shall prepare one complete set of original Quotation and make another copy of the same. The original one shall be marked as 'Original' and the copy as 'Copy'. In the event of any discrepancy between the copies, the original shall govern.
- b. The original and the copy of the Quotation shall be typed or printed, properly indexed and all the pages numbered consecutively including the annexures (if any)

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and each page shall be signed by the bidder or a person or persons duly authorized to submit the Quotation.

c. A Soft Copy of the offer document shall also be provided. The Soft Copy shall contain the exact replica of the offer. All the supporting documents, printed literature etc. shall be scanned and copied into the Soft Copy. The soft copy may be submitted on CD or via email as mentioned above.

d. All the forms should be properly filled. If any section of any form is not applicable for the Bidder, it must be clearly mentioned in the relevant forms by marking as "Not Applicable" or "N/A".

10. Documents to be submitted with the Quotation

The Bidders "Technical & Financial Documents" shall contain the following documents in each set:

a. The "Compliance Schedule" to all the clauses and its sub-clauses of the Tender Document. The schedule shall be prepared as per Form-A:

b. A draft standard Service Level Agreement (SLA) stating, among other points, Standard Quality of Service, Service Availability, Compensation Package for service degradation and interruptions etc.

e. Any other agreement/document, to be signed by both BTCL and the successful Bidder, containing at least the requirements stated in this document. BTCL shall not sign any other document/agreement later on (except technical information sheet), if those are not submitted by the successful Bidder in his Quotation earlier.

f. Filled up forms given in Annexure to provide concise technical/other relevant information to BTCL for easy evaluation and selection of the provider.

11. Service level agreement benchmarks

The successful bidder (the service provider) shall sign a Service Level Agreement (SLA) with BTCL. The SLA will specify the standards for the service provider to provide the support service quality and service availability.

➤ Schedule works: inform minimum 24 hours before and attend within schedule time.

➤ Support services: will attend within 2 hours after raise complain.

11.1 Availability

Support Services shall be provided at a guaranteed level. This shall apply to Services provided on hard patching, maintenance support, Team viewer/any desk support, link establishment etc. In the event that service level falls below guaranteed level, the following compensation shall be payable:

Cumulative delay support service in any Calendar Month	Compensation equivalent to Prorated monthly rental charge
Up to 2.0 hour	Nil
2 hours – 6 hours	1 day's maintenance service charge

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6 hours – 12 hours	3 days' maintenance service charge
More than 12 hours	3 days' charge plus 1 day's charge for each full hour beyond 12 hours

- 12.1.2.6. In case the above-mentioned parameters exceed for consecutive three months then BTCL shall have the right to terminate the Service Agreement with the Service provider.
- 12.1.2.8. The total maximum aggregated compensation payable by service provider to BTCL in any month shall not exceed total monthly recurring charge (MRC). The combined cumulative compensation to be issued during the contract period shall be limited to 20% of the total contract value.
- 12.2. The bidder is required to provide comprehensive support service on 24 hours X 7 days basis from the date of commencement of services for the entire agreement period without any additional fees and charges.
- 12.3. The service provider would provide mechanism, to BTCL, to measure and monitor the SLA as mentioned above.

13. Financial proposal

- 13.1. All prices must be quoted BDT.
- 13.2. All prices must be quoted inclusive of VAT, all relevant taxes and charges, interconnection/cross-connection charges (if any) outside Bangladesh. The quoted price shall remain unchanged during the contracted period.
- 13.3. BTCL will pay the recurring charges quarterly on post-paid basis. The onetime charge (if any) shall be paid with the first quarter recurring bill.
- 13.4. Amount of discount, if any, must be clearly mentioned.
- 13.5. The Bidder can offer price for any or all amongst different options as per Form-B. The price offer shall be strictly submitted in the Form-B, Form-C.
- 13.6. Disagreement/deviation of any or many of the above clauses 13.1 to 13.5 shall be treated as ***“Non-responsive” of the Bid.***
- 13.7. Any conditional price offer shall also be treated as ***“Non-responsive”.***
- 13.8. The bidder may offer specific financial incentives for the service to be renewed after completion of one year contract period.

14. Evaluation of the offers

- 14.1 BTCL shall evaluate the offers to determine whether they are complete and whether all required information have been provided. If any bidder does not submit any document at the time of submission of offer, evaluation of bids will be based on available documents in the bid and clarification submitted in response to query by BTCL (if any). Non-submission of any document will be treated as non-availability of documents.
- 14.2 Offers without clause-by-clause compliance statement shall not be considered for evaluation.

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- 14.3 If certain clause(s)/ sub-clause(s) are missed or left unattended in the compliance statement (as per Form-A), such clause(s)/sub-clause(s) shall be considered as non-compliant by the bidder.
- 14.4 Conditional compliance of any or many Clause or Sub-Clause shall be treated as "not complied" to that particular clause/ sub-clause.
- 14.5 The bidder shall note that, during submission of the bid, if he does not comply and/ or disagree to any or many specifications, terms and/ or conditions set forth in this document and/ or proposes any alternate specification, terms and/or conditions; such non-compliance and/ or disagreement and/or alternate specification, terms and/or conditions shall not be binding upon BTCL until and unless such non-compliance and/ or disagreement and/or alternate specifications and/or terms and/or conditions have been accepted by BTCL and has been incorporated in writing in the Purchase Contract and/ or any other document which has been declared as part of the contract.
- 14.6 BTCL will determine the substantial responsiveness of each offer. A substantially responsive offer is one, which conforms to all the terms and conditions of the Offer documents without material deviations. BTCL's determination of offers responsiveness is to be based on the contents of the offer itself without recourse to extrinsic evidence.
- 14.7 The bidder shall note that information to be given against Clause 13 is very important for evaluation of the submitted offer.
- 14.8 An offer, determined as substantially non-responsive will be rejected by BTCL. BTCL may waive any minor infirmity or non-conformity or irregularity in an offer, which doesn't constitute a material deviation, provided such waiver, doesn't prejudice or affect the relative ranking of any bidder.
- 14.9 Financial offers of only responsive bids will be evaluated for selection of the successful bidder. For financial comparison of the responsive bids will be based on the total charges (one time charge and Monthly Recurring Charge) BTCL shall have to pay for the whole one year contracted period.
- 14.10 For evaluation of the offers, BTCL will calculate the total price (From B, From C including others if any others cost) it will have to pay to the service provider(s) for the those mentioned services.
- 14.11 Prior to finalizing the selection of successful bidder, BTCL may determine whether the bidder of evaluated lowest bid has the capability to deliver the service satisfactorily. As part of this, BTCL may take necessary steps, whichever fits desirable and practical to them, to verify information contained in the bidder's offer. If the lowest bidder has already been working with BTCL, then its technical performance of the service, quality of customer service etc. as a voice carrier/ IP bandwidth provider may be taken in to consideration prior to finalizing the award.
- 14.12 An affirmative determination shall be a prerequisite for award of the Contract to the bidder. A negative determination shall result in rejection of the Bidder's offer, in which event BTCL shall proceed to the next lowest evaluated bidder to make a similar determination of that bidder's capabilities to perform satisfactorily. In this process the "Successful Bidder" will be selected.

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14.13 BTCL reserves the right to accept any bid, to annul the bidding process, or to reject any or all bids, at any time prior to contract award, without thereby incurring any liability to the affected bidders, or any obligation to inform bidders of the grounds for BTCL's actions. BTCL also reserves the right to select proposed devices and PoP facilities.

14.14 After the opening of bids, information relating to the examination, clarification, and evaluation of bids shall not be disclosed to any person(s) not officially concerned with the evaluation and selection process.

14.15 BTCL reserves the right to accept or reject any or all offers (regardless of options) as given in Form-B without assigning any reason thereof.

15. Switch Specification:

Minimum requirements of L3 switch:

Sl No.	Description Requirements	Requirement	Comments
1	Brand name	Cisco/Huawei	
2	No of port 100G	8	
3	No of port 10G min	8	
4	QSFP28 100G LR Module	8	
5	10G SFP	6	
6	SDRAM	8GB	
7	Routing protocols	Support OSPF, BGP, MPLS etc	
8	Switching capacity (Minimum)	3 Tbps	
9	Patch cord LC/LC 3 meter	40 nos	

16. Governing laws and jurisdiction

The Request for Proposal, consequent Work Order and agreement etc. shall be bound by Bangladeshi Laws. All disputes relating to this RFP and the resulting contract shall be subject to the jurisdiction of Courts in Dhaka, Bangladesh only.

FORM-A

SCHEDULE OF COMPLIANCE

Clause No	Item	Bidder's Response Agreed/ Not Agreed	Reference in Bid document*	Remarks

* The column "Reference in Bid document" may be expanded/furnished as per the convenience of the bidder.

* All clauses and sub clauses are to be included in the above form.

FORM-B

FORM-B: Price for Rent switch at STT DC, Kolkata, India for 1 (one) year.

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Contract period	For 1 nos switch			
	OTC/NRC* (USD)	MRC** (USD)	Total MRC	Total Cost (USD) (NRC+MRC)
1 year/12 month				

* Non Recurring Charge (NRC) including VAT, other related taxes and charges.

** Monthly Recurring Charges (MRC) including VAT, other related taxes and charges.

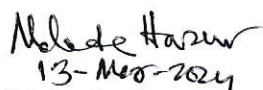
FORM-C

FORM-C: support service etc at STT DC, Kolkata, India for 1 (one) year.

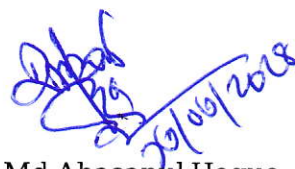
Contract period	For 4X10G			
	OTC/NRC* (USD)	MRC** (USD)	Total MRC	Total Cost (USD) (NRC+MRC)
1 Year/12 month				

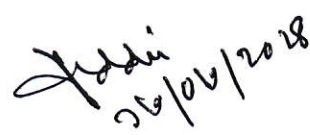
* Non Recurring Charge (NRC) including VAT, other related taxes and charges.

** Monthly Recurring Charges (MRC) including VAT, other related taxes and charges.


13-Mar-2018
Mahade Hasan
Manager(Core and Upstream)
BTCL, Moghbazar, Dhaka
& Member of the RFQ Committee


26/09/2018
Md. Mahmudul Hasan Khan
Manager (ITS-2)
BTCL, Headquarter, Dhaka
& Member of the RFQ Committee


29/09/2018
Abu Zafar Md Ahasanul Hoque
DGM (Core & Upstream)
BTCL, Moghbazar, Dhaka
& Member of the RFQ Committee


26/09/2018
Md. Ilias Uddin
GM (Data and Internet)
BTCL, Moghbazar, Dhaka
& Convener of the RFQ Committee

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