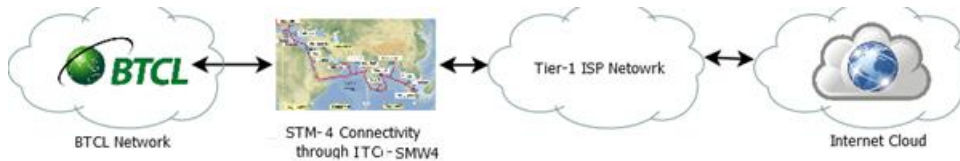




# Bangladesh Telecommunications Company Limited (BTCL)

Telejogajog Bhaban  
37/E Easkaton Garden, Dhaka-1000

**Request for Proposal (RFP) for IPLC plus IP Transit from IP port in Singapore and connectivity by protected International Terrestrial Cable (ITC) via Benapole up to BTCL at Mogbazar, Dhaka (Bangladesh) for the operation of BTCL's IGW's IP route connectivity.**



**April 2018**

## 1.0 Introduction

Bangladesh Telecommunications Company Limited (BTCL) is a leading telecommunication service provider in Bangladesh. It is providing all kinds of Telecommunication services e.g. Basic Telephony, IGW, Data Communication, Leased Line Internet, Domestic L2 and L3 VPN, ADSL, GPON, Broadband Internet service etc. BTCL intends to take IP port in Singapore and connectivity through STM-4 via protected International Terrestrial Cable (ITC) via Benapole up to BTCL at Mogbazar, Dhaka (Bangladesh) for the operation of BTCL's IGW's IP route connectivity. With this view, BTCL invites offer from the Bangladeshi ITC providers for STM-4 Level protected IPLC connectivity with IP Transit and IP from Singapore via ITC in Benapole up to BTCL at Mogbazar, Dhaka (Bangladesh).

## 2.0 Eligibility requirement of the bidder

- 2.1 The Bidder shall be an ITC license in Bangladesh.
- 2.2 The Bidder must not have been declared bankrupt or filed for bankruptcy in any country.
- 2.3 The Bidder's offered IP node shall have sufficient uplink bandwidth capacity with at least other three (03) Tier-1 Internet backbones.

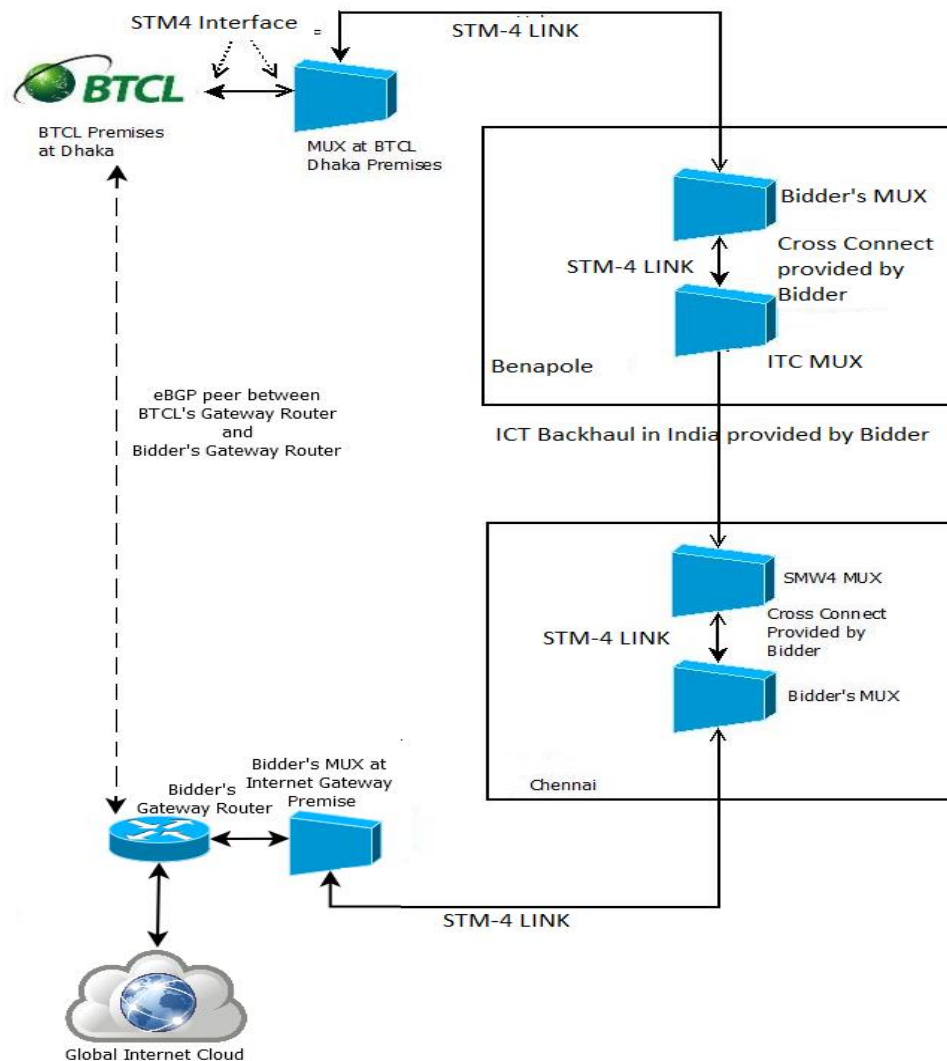


Figure A: For connectivity through ITC and submarine cable system

### **3.0 Scope of the work/Responsibility Matrix.**

- 1.1. To provide IP Port from a Tier-1 IP Provider in Singapore and IPLC via ITC through Benapole port and then via inland OFC cable up to BTCL Mux at Mogbazar, Dhaka.
- 1.2. The connectivity will cover the channelized STTM-4 level IPLC from Singapore via protected ITC through Benapole to to Mogbazar, Dhaka, BTCL.

### **4. Leasing duration of IP bandwidth**

The duration of the IP bandwidth lease shall be one month or one year effective from the date of the commissioning of the service.

### **5. 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 copy marked as "COPY" and soft copy of the offer document shall also be provided. The copy marked as "COPY" and 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:

#### **Director 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](mailto:dirint@btcl.com.bd); [btcl.int@gmail.com](mailto:btcl.int@gmail.com)

### **6. 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.

### **7. Clarification of offers**

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

### **8. Validity of the Quotation**

The Bidders Priced Quotation must remain valid for at least **180 (One hundred and eighty) 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.

### **9. Clarifications and amendments of the RFQ documents**

- 9.1. 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.

- 9.2. 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.
- 9.3. 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.
- 9.4. 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.

## 10. Format and signing of the submitted Quotation

- 10.1. 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.
- 10.2. 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) and each page shall be signed by the bidder or a person or persons duly authorized to submit the Quotation.
- 10.3. 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.
- 10.4. 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”**.

## 11. Documents to be submitted with the Quotation

The Bidder shall submit the following documents along with the Quotation:

- 11.1. A **‘Quotation Compliance’** Statement stating explicitly that the Bidder compliance to all clauses of this document.
- 11.2. A **sample list of customers**, if not covered by any non-disclosure agreement, who have been provided STM-1 and higher capacity Internet bandwidth.
- 11.3. A draft standard Service Level Agreement (SLA) stating, among other points, Redundancy, Standard Quality of Service, Service Availability, Compensation Package for service degradation and interruptions etc.
- 11.4. 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.
- 11.5. **Filled up forms given in Annexure** to provide concise technical/other relevant information to BTCL for easy evaluation and selection of the provider.
- 11.6. **A copy of network diagram** showing interconnection points, backup links, details of peering with Internet Exchanges and other ISPs in own country and in other countries should be provided. Details about Diversity and Redundancy in the Internet Bandwidth should be provided for evaluation purposes and shall form part of the agreement.

11.7. Documents providing average Mean Time to Recover (**MTTR**) and Mean Time to security Breaches (**MTTB**) statistics for the IP node to which BTCL would be connected as well as average MTTR and MTTB for global network.

11.8. **Peering Policy** to interconnect.

## **12. Responsibilities of the parties**

### **12.1. Responsibility of BTCL**

12.1.1. BTCL will configure its router at BTCL PoP at Mogbazar, Dhaka upon receipt of Interface IP addresses (both IPv4 and IPv6) from the successful Bidder.

### **12.2. Responsibility of the bidder**

12.2.1. The successful bidder will arrange necessary circuit of STM-4 capacity from Tuas, Singapore Landing station to Chennai CLS.

12.2.2. The successful bidder will provide STM- 4 backhaul connectivity from Chennai to BTCL premises in Dhaka via Benapole with redundancy.

12.2.3. The Bidder will arrange all requirements to complete the connection from their offered IP Router location to BTCL PoP at at Mogbazar, Dhaka, Bangladesh.

12.2.4. The successful bidder shall test & commission the ordered capacity on its Router IP port to provide IP transit service to Tier-1 Internet backbones complying with applicable international standards.

12.2.5. The successful bidder shall ensure the quality of the service during the tenure of the AGREEMENT.

## **13. Technical requirements**

13.1. The Bidder must provide as much information as possible about the existing IP connectivity in their offered IP node with the global network of renowned Internet Service Provider(s), type of connectivity (peer or transit) and bandwidth capacity etc.

13.2. The service provider's network shall have upstream IP links with at least 3(Three) Tier-1 ISPs, with less than 75% utilization at all times.

13.3. The Bandwidth asks for must be symmetric and must be un-contended.

13.4. The bidder shall specify the proposed interface/hardware detail of the connectivity at their offered IP node such as Equipment Name, Model, Make etc.

13.5. Routing between BTCL and the successful Bidder shall support both static and BGP. The BGP peering shall be with physical interface IP address or loop back IP address (both IPv4 and IPv6) of the same Router.

## **14. Lead time to establish the service**

The Bidder, in the offer, shall indicate the lead-time to establish the service after the Work Order is issued to them, which should not be more than 2 (Two) weeks.

## **15. 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 service quality, network reliability and service availability. The main components of the SLA will be on the following parameters;

- Service Availability
- Round Trip Delay/Network Latency
- Packet Loss

These parameters shall satisfy the requirements as specified in the relevant clauses in this document. The Bidder shall clearly state the methods used for measuring various parameters. The bidder may also indicate the throughput deficiency credit, service outage credit, packet loss credit and latency credit for inclusion in the SLA. The bidder's service level and the service outage credit shall not be below to that specified by BTCL in this RFQ. The details of customer support contact points and procedure for registration of complaints shall also be provided by the bidder for inclusion in the SLA. The Bidder shall clearly specify the details of its obligations and support provided to BTCL during the agreement period. Both the parties will sign the SLA, soon after the purchase order is issued, prior to document of the services.

**15.1. Service quality and availability**

**15.1.1. Availability**

Services for IP network shall be provided at a guaranteed level. This shall apply to Services provided on the network between the Bidder's router and BTCL's Gateway router. In the event that the service level falls below the guaranteed level, the following compensation shall be payable:

<b>Cumulative Downtime in any Calendar Month</b>	<b>Compensation equivalent to Prorated monthly rental charge</b>
Up to 20.0 minutes	Nil
20.1 minutes – 6 hours	1 day's charge
6 hours – 12 hours	3 days' charge
More than 12 hours	3 days' charge plus 1 day's charge for each full hour beyond 12 hours

***1 day's charge shall be calculated dividing the monthly recurring charge by 30 (thirty).***

**15.1.2. Round Trip delay /IP Layer Connectivity**

**15.1.2.1.** The average monthly round trip delay (two ways, going plus coming back) measured over a calendar month from the IP gateway router port of BTCL at Dhaka to the IP port of the first hop router of the upstream provider shall not be greater than 30 msec.

**15.1.2.2.** Round trip delay (RTD) shall be measured by computing the average RTD for one thousand (1000) pings (with acknowledge for each previous packet received) of sixty-four (64) bytes each.

**15.1.2.3.** The average monthly packet loss to the last hop router in any PoP of the successful bidder shall be less than 0.3%, measured from the IP gateway router port of BTCL, Dhaka. Packet Loss shall be measured by computing the percent packet loss of one thousand (1000) pings (with acknowledge for each previous packet received) of sixty-four (64) bytes each.

**15.1.2.4.** Following compensations shall be provided by the service provider in case of the violation of the above clauses.

**15.1.2.5.** 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.

- 15.1.2.6.** Compensation due for failure to meet “Availability” or “Round-trip delay” or “Packet Loss” guarantees will be adjusted from MRC periodic rental charge payment.
- 15.1.2.7.** The total maximum aggregated compensation payable by the 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.
- 15.1.2.8.** Failures, interruptions, defects or delays in transmission due to any of the following reasons shall not count toward the calculation of service downtime.
- 15.1.2.9.** Testing the Service after mutual agreement between BTCL and the Service Provider although no fault has been detected or reported.
- 15.1.2.10.** The Service modification or alteration in any way after mutual agreement between BTCL and Service provider
- 15.1.2.11.** Any Force Majeure event;
- 15.1.2.12.** Any interruptions resulting from defects or failures in the Bangladesh end Backhaul or BTCL end apparatus.
- 15.1.2.13.** The Bidder shall provide access to web-based tools, which will allow graphical monitoring of the ports from the bidder’s end for packet drops, errors, bandwidth utilization, circuit availability etc. Details of such tools should be provided in the Quotation. The Bidder shall also provide “looking glass” facility within the quoted price.
- 15.1.2.14.** The Bidder is required to provide comprehensive service support on 24 hours x 7 days basis from the date of commencement of the services for the entire agreement period without any additional fees and charges.
- 15.1.2.15.** The Bidder shall allow remote Black-hauling of malicious IP addresses through BGP announcements.
- 15.1.2.16.** On demand from BTCL, the Service Provider shall block access of undesirable web sites which are of defamatory, offensive, or abusive or of obscene, nuisance, hoax, threatening, or menacing character. The service provider shall block access to websites providing IP Telephony Services.
- 15.1.2.17.** The successful Bidder shall have a reliable and efficient Intrusion detection and Mitigation system to block DoS and DDoS attack over the offered link. The details of the setup need to be provided.
- 15.1.2.18.** The successful Bidder shall support IPv6 and 4-Byte ASN implementation, when required by BTCL in addition to IPv4 and 2-Byte ASN support. The bidder shall peer with BTCL’s router using both IPv4 and IPv6 address. The bidder shall also allow transit BTCL and its Customers’ IPV4 as well as IPV6 IP Prefixes without additional charges.
- 15.1.2.19.** NOC Support, Fault reporting and maintenance
- 15.1.2.20.** The service provider shall submit Network Operation Center (NOC) fault reporting procedures, format of trouble ticket and its generation mechanism. The service provider shall also submit a separate sheet summarizing contact telephone numbers (to be accessed from Bangladesh), Facsimile, email addresses etc. at different levels/points to report fault or to seek any support service along with escalation hierarchy in terms of number of hours.
- 15.1.2.21.** The successful service provider shall carry out any schedule maintenance in its network, which affects BTCL’s traffic between 0200 and 0800 hours’ window of Bangladesh Standard Time (BST) and must notify at least 3 (three) Bangladesh working days (Sunday to Thursday) in advance. Otherwise, the scheduled maintenance carried out outside the above-mentioned time

frame shall be taken into calculations while arriving at the service availability figures.

**15.1.2.22.** All scheduled testing requirements shall be notified at least 7 days prior to the testing. Test plans shall be provided at least seven days prior to the test.

**15.1.2.23.** The service provider would provide mechanisms, to BTCL, to measure and monitor the SLA as mentioned above.

## **16. Financial Quotation**

**16.1.** All prices must be quoted in BDT.

**16.2.** All prices must be quoted inclusive of VAT, all relevant taxes and charges, interconnection/cross-connection charges (if any) from the offered station. The quoted price shall remain unchanged during the contract period.

**16.3.** BTCL will pay the recurring charges quarterly on post-paid basis. The one-time charge (if any) shall be paid with the first quarter recurring bill of the first quarter.

**16.4.** Amount of discount, if any, must be clearly mentioned.

**16.5.** The price offer shall be strictly submitted in the **Form A-1**

**16.6.** The Monthly Recurring Charges (MRC) may be settled with other accounts of services (if any), with BTCL on mutual agreement later basis.

**16.7.** The Bidder may offer specific financial incentives for the service to be renewed after completion of contract period.

## **17. Evaluation of the offers**

**17.1.** 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 the Quotation, evaluation of bids will be based only on the available documents in the bid and the clarifications submitted in response to query by BTCL (if any). Non-submission of any document will be treated as non-availability of documents.

**17.2.** If a clause has been stated as non-compliant or partially complied, the bidder will provide full details of such deviations.

**17.3.** Disagreement/deviation of any or many of the above **clauses 16.1 to 16.5** shall be treated as **“Non-responsive”** of the Bid.

**17.4.** BTCL will be the sole judge to determine the substantial responsiveness of each Quotation. A substantially responsive Quotation is one, which conforms to all the terms and conditions of the RFQ documents without material deviations. BTCL’s determination of the Quotations responsiveness is to be based on the contents of the offer itself without recourse to extrinsic evidences.

**17.5.** 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.

**17.6.** Financial Quotations of only the substantially responsive bids will be evaluated for selection of the successful Bidder. For financial comparison of the substantially 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.



- 17.7.** Prior to finalizing the selection of the Successful Bidder, BTCL may determine whether the Bidder of the 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 services, quality of customer service etc. as a voice carrier/ IP bandwidth provider may be taken in to consideration prior to finalizing the award.
- 17.8.** 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.
- 17.9.** BTCL reserves the right to accept any Quotation, to annul the bidding process, or to reject any or all Quotations, at any time prior to contract award, without thereby incurring any liability to the affected bidders, or any obligation to inform the Bidders of the grounds for BTCL's actions.
- 17.10.** BTCL reserves the right to accept or reject any or all offers without assigning any reason thereof.
- 17.11.** After the opening of the Quotations, information relating to the examination, clarification, and evaluation of the Quotations shall not be disclosed to any person(s) not officially concerned with the evaluation and selection process.

#### **18. Governing laws and jurisdiction**

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

**Form A-1**

**Price Quotation for IPLC plus IP Transit from IP port in Singapore and connectivity by protected ITC**

Duration	Capacity (Duplex)	One time Charge (if any), BDT	Monthly Recurring Charge*, BDT	Total Price** BDT	Comment (if any)
1 Month	STM-4				
1 Year	STM-4				

\* Including VAT and other relevant taxes applicable outside Bangladesh.

\*\* Including One Time Charge (OTC) and Monthly Recurring Charge (MRC) charges.

\*\*\* BTCL management preserves the right to choose any duration period from above table.

Kindly fill the following Table (for technical purpose only):

Item	Information
Proposed IP Termination Node location (Full Address)	

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