

Scope of Work – USAID/Bangladesh Internet Services - 2016

OVERVIEW:

The United States Agency for International Development (USAID) office in Dhaka, Bangladesh, is a US Government Agency that gives assistance in social, economic and humanitarian activities in Bangladesh.

Purpose

USAID/Bangladesh requires the services of qualified Internet Service Provider (ISP) to provide robust Internet service that will adequately provide Internet connectivity to its hundred networked computer hosts. The requested service will have adequate redundancy at critical network points and at all other necessary levels so as to ensure interruptible Internet service and smooth operations at all times.

Statement of Work

Under the guidance of the Systems Manager who is the designated cognizant technical officer (CTO) for this activity, the contractor shall undertake all tasks as spelled out in the statement of work.

The contractor shall seek to understand the current cable ducting, Telco and other carrier infrastructure at USAID/Bangladesh premises and surrounding area by carrying out the necessary physical and communications survey at the USAID Dhaka office where the service is required. The contractor will subsequently develop options for solutions that will meet USAID Dhaka's requirements.

Due to the critical nature of the applications that are operated through this Internet link, the contractor shall be required to ensure availability of this service at all times. Any interruptions or service degradation below what is agreed upon or below USAID's expectations will result in the loss of the subscription fees commensurate with the duration that the service was un-available or when the service quality was unacceptable to USAID.

The contractor shall ensure that there is a twenty four hour technical coverage of the service support and should therefore be operating a 24X7 support center. The contractor shall provide any required hardware; telecommunications applications or software upgrade including any licenses that may be required to keep the service operational after the service has been commissioned. After the service has been commissioned the contractor shall bear any installation costs that may be required to keep the quality of the service acceptable to USAID. Further, the contractor will be responsible for additional costs arising from technical modifications, change of Internet provisioning technologies or change in agreements of the contractor and her partners.

Required Bandwidth

Required minimum uplink speed through a non-compressed fiber carrier circuit from USAID/Bangladesh office to the ISP circuit is 10/15/20 mbps un-compressed (Committed) as measured by standard network tools. Additionally USAID/Bangladesh will require uplink speeds to North American test sites of not less than 10/15/20 mbps speed threshold and network packet round trip times (measured by using a command line interface) to North American Internet hosts of not more than 250 milli-seconds. Required minimum downlink speed is 10/15/20 mbps through an un-compressed communications channel as measured by standard network tools and burst-able upwards by a minimum of 5 (five) mbps or more. Additionally USAID/Bangladesh will require downlink speeds from North American test sites of not less than the 10/15/20 mbps speed threshold.

A separate connection of 05 mbps full-duplex should also be provided in addition to the primary link listed above. Redundant facility should also be included for the additional connection.

Contractor Capability

The contractor shall include a narrative to demonstrate capability in the following three areas

1. Technical Capability – Applicants shall demonstrate their technical capabilities in provisioning Internet services through a variety of telecommunication infrastructure. Applicants' technical ability will be evaluated based on criteria such as (a) number of offsite NOC and their locations (b) presence of redundant connection between multiple upstream providers and NOCs (c) automated failover facility (d) ability to provide redundant connectivity to customer's end (e) what network equipments are used to build the infrastructure and (f) what type of server and which OS they use. (50 points)
2. Past Performance – The applicants shall be required to submit information on similar tasks carried out in the past three years. USAID will assess past performance based on background checks where such Internet Service has been provisioned. Applicants are requested to only provide information about customers who have taken bandwidth of 1MB full-duplex or above and number of users is no less than 100. Length of services and name of the contact person of the customer are also requested to provide. Please also mention if you have faced any problem providing such service. (25 points)
3. Project Financial and Management Issues – The applicants shall demonstrate knowledge of sound management, operations management, project planning and ability to handle logistical issues. Applicants are requested to provide information about their customer service department such as (a) number of employees in customer service department (b) their qualifications (c) average length of their service and (d) service hours. Applicants are requested to provide standard Service Level Agreements (SLA) if they have any. Applicants are also requested to provide similar information of their technical service team. Please also provide organizational structure, customer service policies and information of point of contacts. (25 points)

Deliverables

The contractor shall provide the required bulk Internet Services through industry standard telecommunications channel equipment whose operation meets approved local telecommunications regulatory requirements. The contractor shall provide all documentation for the installed infrastructure including but not limited to network numbers and configuration. In addition, the contractor shall provide any test tools that may include hardware or software components. Logon account details for monitoring of critical devices or monitoring of connection speeds.

The contractor/ISP shall provide an additional node for use by USAID's technical personnel so as to be able to access FTP sites on the Internet at all times.

The contractor shall provide contact details and qualifications of all personnel who will carry out the installation as well as the shift engineers who operate their 24X7 network operations center.

The contractor shall provide a redundant link at the contractor's costs including any monthly access circuit charges that may be necessary for the provision of this service.

Warranty

The contractor shall provide warranty for any new equipment supplied under this contract. Cost of maintenance, repair and/or replacement of any failing components supplied under this contract will be fully borne by the contractor.

Delivery

The USAID/Bangladesh's CTO in charge of this activity will receive, inspect and certify any equipment including documentation and copies of all software.

Service Level Agreement

The contractor will be expected to adhere to a service level agreement that will be largely derived from this scope of work will be appended to the final contract.

Deployment/Installation

The contractor shall install the Internet infrastructure necessary to operate this service and hand over all the necessary information to the USAID/Bangladesh Systems Manager. The contractor shall also install and commission any other equipment and any other accessories including, but not limited to, items such as power supplies, network numbers, network cards, telecommunications application, patch cables, electrical wiring and minimal cabling including all necessary accessories to make the required Internet service fully operational.

Training

The contractor shall provide on the job training on, setting up, operating and use of the Internet service. The training must cover but will not be limited to, all the aspects of the Internet service management and any necessary maintenance of the service.

Delivery Period

The contractor shall commence work immediately upon signing the contract with USAID for the provision of the Internet service. The contractor shall provide the service for a period of twelve months.

Completion Date

Duration of the contract will be for one year. However, the contract may be renewable up to four additional years depending on the quality of service provided by the contractor.