



Government of the People's Republic of Bangladesh

Info-Sarker Phase 3 Project

Bangladesh Computer Council

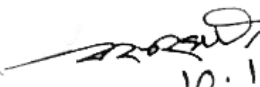
Information and Communication Technology Division

ICT Tower, Agargaon, Dhaka-1207



Expression of Interest (EOI) to select the Service Provider to ensure 2nd line maintenance and warranty support for HUAWEI Network equipment which are installed under Info-Sarker Phase-3 Project.		
1	Ministry/Division:	Information and Communication Technology Division
2	Agency:	Bangladesh Computer Council
3	Procuring Entity Name:	Development of National ICT Infra-Network for Bangladesh Government Phase-III ("Info-Sarker Phase-3") Project
4	Procuring Entity Code:	12801
5	Procuring Entity District:	Dhaka
6	EOI for Selection of:	Selection of Service Provider for Providing 2nd line maintenance and warranty support for HUAWEI Network equipment
7	EOI Ref No:	56.01.0000.027.007.199.17/3774
8	Date:	October 10, 2021
KEY INFORMATION		
9	Procurement Method:	Least Cost Selection (LCS)
FUNDING INFORMATION		
10	Budget and Source of Funds:	GoB
PARTICULAR INFORMATION		
11	Project/Programme Code:	224023200
12	Project/Programme Name:	Development of National ICT Infra-Network for Bangladesh Government Phase-III ("Info-Sarker Phase-3") Project
13	EOI Closing Date:	26-10-2021 at 2 :30 PM
INFORMATION FOR APPLICANTS		
14	Brief Description of Assignment	<p>Under this assignment, Service Provider will provide IT support and software maintenance of Nationwide Telecommunication Transmission Network (NTTN) infrastructure which is implemented under Info-Sarker Phase-3 project. Service Provider will be responsible to provide support for 63 Upazila (Sadar), 21 districts, 02 Aggregation sites located at Dhaka, NMS System (11 server-Hardware & Software) located at BCC Data center, ICT Tower, Agargaon, Dhaka and BCC NOC. Service Provider has back-to-back technical support arrangement with the principal (Huawei Bangladesh Ltd.) for major/critical support.</p> <p>Under this scope, spare parts considered for High Level (NMS, 02 Aggregation & 21 District) and Low level (63 Upazila (Sadar)) equipment based on 90 days Repair & Return service level agreement (SLA) with the principal. If any hardware repair is not possible it should be replaced by same/updated hardware to keep continue the services. Hi-Care application Software support service will be applicable for NMS System. During the contract period Service Provider will maintain Return Merchandise Authorization (RMA) process (documentations) with the Huawei for faulty spare parts return/replacement and share the same with BCC concerned authority</p> <p>Major Responsibilities and Tasks:</p> <p>(i) Daily Network Monitoring and Routine check activities for system</p> <ol style="list-style-type: none"> OSS: NMS (iManager U2000/NCE-T, eSight & iManager NetEco) Optical Transmission equipment: OSN8800 (T64, T32 & T16). Datacom equipment: NE40E-X8A & NE40E-X3A, Switch (S5720-28X-LI-AC), Switch(S5720-28X-LI-DC), Switch Quidway (LS-S3328TP-EI-AC). Power System: TP481200B &TP48600B. Optical Transmission equipment: OSN1800V Upazila (Sadar). Datacom equipment: NE20E-S2F Router (Sadar). Power System (Upazila (Sadar)): TP48200B. <p>(ii) Ensure 1st Level onsite support activities for High Level Equipment (NMS, Aggregation & District).</p> <p>(iii) Ensure 2nd level maintenance support for High Level Equipment (NMS, Aggregation & District) and Low Level Equipment (Upazila (Sadar)).</p> <p>(iv) Perform to ensure smooth Maintenance for OSS, Power, Optical Transmission (DWDM) & Datacom equipment- NMS (iManager U2000/NCE-T, eSight & iManager NetEco), OSN8800, NE40E-X8A, NE40E-X3A, Switch (S5720-28X-LI-AC), Switch(S5720-28X-LI-DC), Switch Quidway (LS-S3328TP-EI-AC), Power system (TP481200B, TP48600B & TP48200B), OSN1800V and NE20E-S2F Router (Sadar).</p> <p>(v) SR/RFC handling & Reporting High level & Low level (Upazila (Sadar)).Ensure repair and return service (SLA 90 calendar days_ High level_ & Low level (Upazila (Sadar)) .Ensure Hi-Care/Advance application Software support service for NMS System. Ensure updated Patch for High level & Upazila (Sadar) Equipment's.. Ensure SLA/KPI as per contract (High Level & Low Level Upazila (Sadar)) . Network Alarm/Fault Monitoring/TT, troubleshooting and escalation.</p> <p>(vi) Health Check 1 time (For Higher and Upazila (Sadar) equipment's)</p> <p>(vii) On Site Support at BCC HQ, Aggregation Sites & High-Level Equipment's.</p>
15	Experience, Resources and Delivery Capacity Required:	<p>Eligibility Criteria of Maintenance and warranty service provider</p> <ol style="list-style-type: none"> Tender/applicant shall have minimum 3 (three) years of overall experience on Information technology related activities (i.e year counting backward from the date of publication of EOI in the newspaper). Tender/applicant shall have minimum 2 (two) years specific experience on HUAWEI network equipment maintenance and warranty support (i.e year counting backward from the date of publication of EOI in the newspaper). Tender/applicant shall have HUAWEI Authorization to provide maintenance and warranty support in Bangladesh.

		<p>4. Tender/applicant shall have minimum 1 (one) contract completion certificate on related services with any organization as Service Provider or JV partner with total value of at least Tk. 7.00 (seven) crore in last 3 (three) years i.e year counting backward from the date of publication of EOI in the newspaper.</p> <p>5. Tender/applicant shall have presently running minimum 1 (one) contract as lead partner or JV partner for Annual Maintenance Contract with any organization and contract value should be minimum Tk. 4.00 (four) crore..</p> <p>6. Tender/applicant must be physical facilities at Dhaka to provide maintenance and services 24/7 days during contract period.</p> <p>7. The Tender/applicant must have on its payroll at least 5 (five) Huawei certified resources for NOC & Aggregation in Dhaka, 1 (one) Coordinator in Dhaka and minimum 12 (twelve) Huawei certified resources at divisional to cover service & support up to district levels. Bidder must provide all certificates provided by Huawei (Transmission, IP and Power) with the bid submission.</p> <p>8. Tender/applicant must have credit line facilities/liquid asset of at least Tk. 12.00 (twelve) Crore supported by documentary evidence.</p> <p>9. Tender/applicant must submit last 2 (two) years audited financial statement.</p> <p>10. The Tender/applicant shall have minimum total turnover of Tk. 8.00 (eight) Crore during the last (2) years.</p>			
16	Other Details	<p>Interested applicant may associate with other firms in the form of "Joint Venture" and Lead Partner should have the specific experience on HUAWEI Networking Equipment.</p> <p>Interested applicants shall obtain further information from the Project Office from 10:00 AM to 3:00 PM in any working day before the closing date. Applicants shall have to submit EOI with their qualified engineer's CV and forwarding letter in sealed envelope labeled with mentioning the "Selection of Maintenance and Warranty Service Provider under Development of National ICT Infra-Network for Bangladesh Government Phase-III ("Info-Sarker Phase-3") Project.</p>			
17	Ref No.	Phasing of Services	Location	Indicative Start date	Indicative Completion Date
	1	3 (three) Months	63 Upazila (Sadar), 21 districts, 02 Aggregation sites located at Dhaka, NMS System (11 server-Hardware & Software) located at BCC Data Center, ICT Tower, Agargaon, Dhaka and Districts and Upazila as per attached list in Bangladesh under Info-Sarker Phase-3 Project	January , 2022	March, 2022


 10.10.2021
 Project Director (Additional Secretary)
 Info-Sarker Phase-3 Project