Expression of Interest (EOI)

Redundant Internet Bandwidth

National Consulting Service

Project Name: Redundant Internet Bandwidth
EOI: EOI # NITC/C/NCS-3-074/75
Office Name: National Information Technology Center
Office Address: Singha Durbar, Kathmandu
Issued on: 12 Mangshir, 2074

Financing Agency: National Information Technology Center, GoN
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A. Request for Expression of Interest  (Internet Bandwidth)

Expression of Interest No.: 3-074/075
First Date of Publication: 2074/8/12

1 The Government of Nepal, National Information Technology Center (NITC) invites Expressions of Interest (EOI) for the purpose of short listing the qualified, eligible and experienced domestic Consultants/Consulting Firm(s) for providing Internet Bandwidth.

2 Consulting Firms experienced in the above works and willing to provide the services are hereby invited to submit their 'Expressions of Interest (EOI)'. The EOI shall be submitted in a sealed envelope and must reach the National Information Technology Center (NITC), Singhadurbar no later than the 12:00 hours on the 16th day of first publication of this notice.

3 In case the day of submission of the EOI falls on a public holiday, the EOI shall be submitted on the following working day. Only those short listed Consultants/Consulting Firms(s) shall be invited to submit the 'Request for Proposal (RFP)' for the mentioned job. The firm(s) shall include in their Expressions of Interest following information in measurable terms and any other information that they may feel will support their application.
   i. Financial Capacity and Annual Turnover of last 5 years
   ii. General Experience of the Firm(s)
   iii. Work Experience in Similar Works
   iv. Valid License of Network Service Provider (NSP) from Nepal Telecommunication Authority
   v. If two or more or companies are to be provided consultancy services as a group, organizations or a joint venture, the name, address, profile of such firms or company and the name of lead firm or company.

4 A Firm is permitted to submit one EOI either single or in a joint venture, failing which such Firm shall be not be short listed. NITC reserves the right to shortlist or not to shortlist any or all of the Firms without assigning any reasons whatsoever. Further information or clarification on the EOI can be obtained from the NITC during office hours. The EoI can also be downloaded from the website: http:\www.nitc.gov.np

5 The EOI Documents shall be Addressed to:
   National Information Technology Center (NITC)
   Singhadurbar, Kathmandu, Nepal
   Phone: 4211710, 4211917
   Fax: 4243362
   Email: info@nitc.gov.np
B. Instructions for submission of Expression of Interest

1. Expression of Interest may be submitted by a sole firm or a joint venture of consulting firms.

2. Interested consultants must provide information indicating that they are qualified to perform the services (descriptions, organization and employee and of the firm or company, description of assignments of similar nature completed in the last 7 years and their location, experience in similar conditions, general qualifications and the key personnel to be involved in the proposed assignment).

3. This expression of interest is open to all eligible consulting firm/company/organization.

4. The assignment has been scheduled for a period between February 2018 to January 2019. Expected date of commencement of the assignment is February 2018.

5. A Consultant will be selected in accordance with the quality and cost based selection method.

6. Expression of Interest should contain following information:
   
   (i) A covering letter addressed to the representative of the client on the official letter head of company duly signed by authorized signatory.

   (ii) Applicants shall provide the following information in the respective formats given in the EOI document:

   - EOI Form: Letter of Application (Form 1)
   - EOI Form: Applicant’s Information (Form 2)
   - EOI Form: Work Experience Details (Form 3(A), 3(B) & 3(C))
   - EOI Form: Capacity Details (Form 4)
   - EOI Form: Key Experts List (Form 5).

7. Applicants may submit additional information with their application but shortlisting will be based on the evaluation of information requested and included in the formats provided in the EOI document.

8. The Expression of Interest (EOI) document must be duly completed and submitted in sealed envelope and should be clearly marked as “EOI Application for Short-listing for the Redundant Internet Bandwidth”. The Envelope should also clearly indicate the name and address of the Applicant. Alternatively, applicants can submit their EOI application through e-GP system by using the forms/instructions/guideline provided by the system.

9. The completed EOI document must be submitted on or before the date and address mentioned in the “Request for Expression of Interest”. In case the submission falls on public holiday the submission can be made on the next working day. Any EOI Document received after the closing time for submission of proposals shall not be considered for evaluation.
C. Terms of Reference

Scope of Work

National Information Technology Center (NITC) is an implementing government agency of Nepal Government providing technical services to various government agencies of Nepal. For this purpose NITC is inviting bids to provide 24*7 *365 internet bandwidth to Government Integrated Data Center located at Singhdurbar.

Requirement of Bandwidth: 120/120 Mbps

The last mile solution should be with redundancy of link at NITC, with packet loss of less than 1% and domestic latency of less than 200 ms for the Internet Bandwidth. Service Level (SLA) should commit at least 99.5% service availability, including the last mile connectivity.

In addition to the bandwidth of 120/120 Mbps, NITC can purchase additional bandwidth as per requirement on monthly basis.

Provision of the Internet Bandwidth involves a complete solution- Providing CPE (Router, MUX, etc.) for Internet gateway at data center, Singhdurbar. Minimum period of subscription commitment will be 1 year from a date specified in the final award of contract on Terms and Conditions described.

Other Terms & Conditions

1. Average domestic latency should not be more than 200ms and Packet Loss should be less than 1% for the provided Internet Bandwidth.

2. Provider should be able to provide the appropriate tool to monitor and generate reports for the bandwidth utilization, average response time and packet loss.

3. Provider should be able to provide online usage report through web.

4. Provider should provide Class-C IP address.

5. Provider should have MPLS enabled national backbone.

6. Provider should insure that the local loop provisioning does not violate regulations as laid by Government of Nepal in respect of such links/networks. Provider should be responsible for making all the payments towards the local loop charges/rentals.

7. Provider should provided customer premises access equipment, e.g. Internet Router, MUX as applicable to run the required services.

8. Equipment provided by Provider shall be maintained and owned by them.

9. Provider should have
   - a local peering within Nepal, with multiple Internet Service Providers
   - Aggregate international capacity of at least 300 Mbps.
10. Provider should have fully resilient and self-healing network architecture from the international gateway (either owned or hired) in Nepal up to the international point of presence. The international connectivity must have Transatlantic and Trans Pacific routes.

11. Provider should provide dedicated port for the connection.

12. Providers should be able to provide 24*7*365 customer support.

13. Provider should have
   - Well-equipped Operation and Maintenance (O&M) centers staffed with experience personnel
   - Service Provider shall maintain sufficient spares at the O&M centers to comply with committed MTTR

14. Provider shall have to sign the SLA committing at least 99.5% of Internet gateway uptime for service availability. If the downtime is too frequent, NITC has absolute right to terminate the contract after serving one-month notice.

**Qualification, Experience and estimated inputs of Key Personnel**

*Qualification and experience of the consulting company*

- Should have valid NSP and ISP license from Nepal Telecommunication Authority
- Should have Average Annual Turnover of the firm for last 5 years equal to 8 Million NRS.

*Qualification and experience of the key personnel*

a. **Team Leader - 1 person**
   - Masters in Computer Engineering with 12 years’ experience in IT-networking field
   - In-depth Knowledge of Unix/Linux systems, Internet and network Protocols (OSPF, BGP)
   - Should demonstrate more than 8 years of Project Management Experience in executing ICT development projects.
   - Knowledge of design, setup and configuration of large WANs/MANs.
   - Installations and maintenance of firewalls, IDPs, VPNs
   - Design, Installation and operation of WANs/MANs on fiber optic networks
   - Knowledge of system administration of DNS, Apache, Qmail, DHCP
   - Experience in multivendor network equipment’s switch/routers( Cisco, Juniper etc)

b. **Electronics/Electrical/Computer Engineer - 3 Persons**
   - Bachelor in Computer Engineering With more than 10 years’ experience
   - BE with 4 years’ experience in Unix/Linux System Administration
   - Knowledge and setup of DNS, Apache, Sendmail, Qmail, DHCP
   - Installation and up-gradation of Unix/Linux Servers
   - Installation and management of RADIUS server, Squid Caching server
   - Setup on mail routing and anti-spam, anti-virus systems
c. **Network Engineers - 4 Persons**
- Bachelor in Computer or Electronic and Communication Engineering with 5 years’ experience in routing and switching technologies
- Installation, maintenance and troubleshooting of routing, switching problems, OSPF, BGP, 802.1q VLANs, QoS
- Monitoring large networks in heterogeneous environments
- Maintaining TCP/IP services for Internet Services
- Implement network-related security policies
- Installation of Firewalls, VPNs etc
- CCIE, CCNP, CCNA certified personnel (High priority in the evaluation)
- Latest updated CVs of the entire proposed member should be submitted

D. Evaluation of Consultant’s EOI Application

Consultant’s EOI application which meets the eligibility criteria will be ranked on the basis of the Ranking Criteria.

<table>
<thead>
<tr>
<th>i) Eligibility &amp; Completeness Test</th>
<th>Compliance</th>
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<tbody>
<tr>
<td>Copy of Registration of the company/firm</td>
<td>Yes</td>
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<tr>
<td>VAT/PAN Registration</td>
<td>Yes</td>
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<tr>
<td>Tax Clearance [2073/74]</td>
<td>Yes</td>
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<tr>
<td>EOI Form 1: Letter of Application</td>
<td>Yes</td>
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<td>EOI Form 2: Applicant’s Information Form</td>
<td>Yes</td>
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<td>EOI Form 3: Experience (3(A) and 3(B))</td>
<td>Yes</td>
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<td>EOI Form 4: Capacity</td>
<td>Yes</td>
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<td>EOI Form 5: Qualification of Key Experts</td>
<td>Yes</td>
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<tr>
<th>ii) EOI Evaluation Criteria</th>
<th>Weightage</th>
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<tr>
<td><strong>A. Expertise of the firm and General Organizational Capability Which May Affect The Performance of the Project</strong></td>
<td>30%</td>
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<tr>
<td>Bandwidth</td>
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<td>Latency</td>
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<td>No. of upstream Connection</td>
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<td>Network Infrastructure</td>
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<td><strong>B. Scope of Work, Proposed Work Plan and Approach</strong></td>
<td>10%</td>
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<td><strong>C. Experience of the Firm</strong></td>
<td>34%</td>
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<td>No. of years of service</td>
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<td>Size of Optical Fiber network</td>
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<td>Client Base</td>
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<td><strong>D. Financial Capability</strong></td>
<td>14%</td>
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<tr>
<td><strong>E. Human Resource Expertise</strong></td>
<td>12%</td>
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</table>
E. EOI Forms & Formats

Form 1. Letter of Application

Form 2. Applicant’s information

Form 3. Experience (General and Specific)

Form 4. Capacity

Form 5. Qualification of Key Experts
1. Letter of Application

(Letterhead paper of the Applicant or partner responsible for a joint venture, including full postal address, telephone no., fax and email address)

Date: .................................. 

To,

Full Name of Client: __________________________ 

Full Address of Client: ________________________ 

Telephone No.: ______________________________ 

Fax No.: ____________________________________ 

Email Address: _______________________________

Sir/Madam,

1. Being duly authorized to represent and act on behalf of (hereinafter "the Applicant"), and having reviewed and fully understood all the short-listing information provided, the undersigned hereby apply to be short-listed by [Insert name of Client] as Consultant for [Insert brief description of Work/Services].

2. Attached to this letter are photocopies of original documents defining:
   a) the Applicant's legal status;
   b) the principal place of business;

3. [Insert name of Client] and its authorized representatives are hereby authorized to verify the statements, documents, and information submitted in connection with this application. This Letter of Application will also serve as authorization to any individual or authorized representative of any institution referred to in the supporting information, to provide such information deemed necessary and requested by yourselves to verify statements and information provided in this application, or with regard to the resources, experience, and competence of the Applicant.

4. [Insert name of Client] and its authorized representatives are authorized to contact any of the signatories to this letter for any further information.1

5. All further communication concerning this Application should be addressed to the following person,

[Person]

[Company]

[Address]

[Phone, Fax, Email]

6. We declare that, we have no conflict of interest in the proposed procurement proceedings and we have not been punished for an offense relating to the concerned profession or business and our Company/firm has not been declared ineligible.

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1 Applications by joint ventures should provide on a separate sheet, relevant information for each party to the Application.
7. We further confirm that, if any of our experts is engaged to prepare the TOR for any ensuing assignment resulting from our work product under this assignment, our firm, JV member or sub-consultant, and the expert(s) will be disqualified from short-listing and participation in the assignment.

8. The undersigned declares that the statements made and the information provided in the duly completed application are complete, true and correct in every detail.

Signed : 

Name : 

For and on behalf of (name of Applicant or partner of a joint venture):
2. Applicant’s Information Form

(In case of joint venture of two or more firms to be filled separately for each constituent member)

1. Name of Firm/Company:

2. Type of Constitution (Partnership/ Pvt. Ltd/Public Ltd/ Public Sector/ NGO)

3. Date of Registration / Commencement of Business (Please specify):

4. Country of Registration:

5. Registered Office/Place of Business:

6. Telephone No; Fax No; E-Mail Address

7. Name of Authorized Contact Person / Designation/ Address/Telephone:

8. Name of Authorized Local Agent /Address/Telephone:

9. Consultant’s Organization:

10. Total number of staff:

11. Number of regular professional staff:

(Provide Company Profile with description of the background and organization of the Consultant and, if applicable, for each joint venture partner for this assignment.)
3. Experience

3(A). General Work Experience

(Details of assignments undertaken. Each consultant or member of a JV must fill in this form.)

<table>
<thead>
<tr>
<th>S. N.</th>
<th>Name of assignment</th>
<th>Location</th>
<th>Value of Contract</th>
<th>Year Completed</th>
<th>Client</th>
<th>Description of work carried out</th>
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3(B). Specific Experience

Details of similar assignments undertaken in the previous seven years
(In case of joint venture of two or more firms to be filled separately for each constituent member)

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<th>Assignment name:</th>
<th>Approx. value of the contract (in current NRs; US$ or Euro):</th>
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<tr>
<td>Country:</td>
<td>Duration of assignment (months):</td>
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<td>Location within country:</td>
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<tr>
<td>Name of Client:</td>
<td>Total No. of person-months of the assignment:</td>
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<tr>
<td>Address:</td>
<td>Approx. value of the services provided by your firm under the contract (in current NRs; US$ or Euro):</td>
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<td>Start date (month/year):</td>
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<td>Completion date (month/year):</td>
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<td>Name of joint venture partner or sub-Consultants, if any:</td>
<td>Narrative description of Project:</td>
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</table>

Description of actual services provided in the assignment:

Note: Provide highlight on similar services provided by the consultant as required by the EOI assignment.

Firm’s Name: ___________________________________________________________
3(C). Geographic Experience

Experience of working in similar geographic region or country
(In case of joint venture of two or more firms to be filled separately for each constituent member)

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<thead>
<tr>
<th>No</th>
<th>Name of the Project</th>
<th>Location (Country/ Region)</th>
<th>Execution Year and Duration</th>
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4. Capacity

4(A). Financial Capacity
(In case of joint venture of two or more firms to be filled separately for each constituent member)

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<tr>
<th>Year</th>
<th>Amount Currency</th>
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- Average Annual Turnover

(Note: Supporting documents for Average Turnover should be submitted for the above.)
4(B). Infrastructure/equipment related to the proposed assignment

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<th>No</th>
<th>Infrastructure/equipment Required</th>
<th>Requirements Description</th>
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5. **Key Experts** *(Include details of Key Experts only)*

*(In case of joint venture of two or more firms to be filled separately for each constituent member)*

<table>
<thead>
<tr>
<th>SN</th>
<th>Name</th>
<th>Position</th>
<th>Highest Qualification</th>
<th>Work Experience (in year)</th>
<th>Specific Work Experience (in year)</th>
<th>Nationality</th>
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*(Please insert more rows as necessary)*