

## Annexure 01

# REQUEST FOR QUOTATION (RFQ)

## Procurement of Secondary High Availability Internet Connection

<b>Tender No:</b>	[Insert Tender Number]
<b>Date of Issue:</b>	[Insert Date]
<b>Issued By:</b>	[Your Organization] – Procurement Unit

### TABLE OF CONTENTS

Section	Description
A	Instructions to Bidders
B	Commercial Schedule – Price Sheets
C	Evaluation Criteria (Pass/Fail + Weighted Scoring)
D	Bid Submission Forms & Declarations (Single Signature Page)
E	Annexes (Manufacturer Authorization Letter Format)

*Note: Detailed Technical Specification is issued as a separate document (Technical Specification).*

## SECTION A – INSTRUCTIONS TO BIDDERS

### A.1 Introduction

[Your Organization] invites sealed bids from licensed Internet Service Providers for the supply, installation, and commissioning of a secondary dedicated internet connection to operate in parallel with our existing Sri Lanka Telecom fiber line, creating a High Availability Active/Passive cluster with Zero Single Point of Failure.

<b>Current Setup</b>	
<b>Primary Provider</b>	Sri Lanka Telecom
<b>Existing Bandwidth</b>	50 Megabits per second symmetric fiber
<b>Objective</b>	Add second provider with 10 Megabits per second symmetric, physically diverse, Border Gateway Protocol capable connection in Active/Passive mode
<b>Bandwidth Rationale</b>	The secondary connection is idle under normal conditions and only activates during Sri Lanka Telecom outages. 10 Megabits per second symmetric is sufficient to sustain critical data centre operations for the duration of any failure (maximum Mean Time To Repair of 4 hours).

## A.2 Key Requirements Summary

Item	Requirement
<b>Service Type</b>	Dedicated Internet Access – uncontended, 1:1 Committed Information Rate
<b>Bandwidth</b>	10 Megabits per second symmetric (10 Megabits per second upload / 10 Megabits per second download)
<b>Redundancy Model</b>	Active/Passive with automatic failover (primary: Sri Lanka Telecom, secondary: new provider)
<b>Failover Time</b>	Bidirectional Forwarding Detection support with $\leq 1$ second detection subject to mutually agreed timers
<b>Physical Diversity</b>	No shared last-mile duct, metro aggregation node, or access exchange with Sri Lanka Telecom
<b>Routing Protocol</b>	Border Gateway Protocol version 4 with Bidirectional Forwarding Detection support. Static default route supported for emergency fallback.
<b>IP Addressing</b>	Provider Independent space with our Autonomous System Number –OR– Provider Assigned with Border Gateway Protocol conditional advertisement and documented IP transition plan
<b>Service Level Agreement Uptime</b>	Minimum 99.9 percent measured at Customer Premises Equipment handoff (99.99 percent preferred) with financial penalties
<b>Mean Time To Repair</b>	Critical: 4 hours / Degraded: 8 hours
<b>Last-Mile Technology</b>	Fiber (different core/carrier from Sri Lanka Telecom) OR Licensed Wireless (only if fiber diversity proven impossible)
<b>Maximum Transmission Unit</b>	1500 bytes mandatory, 9000 bytes jumbo frame support preferred

## A.3 Mandatory Bidder Responsibilities

Ref	Responsibility
<b>1</b>	Provide Geographic Information System fiber route maps proving zero percent last-mile overlap with Sri Lanka Telecom infrastructure
<b>2</b>	Supply network diagram demonstrating international upstream diversity – not relying solely on same submarine cable system as Sri Lanka Telecom
<b>3</b>	Specify submarine cable system(s) used
<b>4</b>	Provide Customer Premises Equipment hardware with dual power input OR external redundant power adapter and Uninterruptible Power Supply support. Equipment must be carrier-grade with minimum 5-year OEM support lifecycle.
<b>5</b>	Configure Border Gateway Protocol peering with our edge router and enable Bidirectional Forwarding Detection for rapid failover
<b>6</b>	Provide Simple Network Management Protocol or Read-Only Application Programming Interface access for integration with our central monitoring

7	Conduct failover testing and provide documented results
8	Act as single point of contact for all High Availability related matters
9	Maintain local spare stock in Sri Lanka for Customer Premises Equipment hardware for entire contract period
10	Provide Remotely Triggered Black Hole community strings for Distributed Denial of Service mitigation
11	Support static default route configuration in addition to Border Gateway Protocol for emergency fallback during Border Gateway Protocol misconfiguration events

#### A.4 Submission Requirements

Item	Requirement
<b>Bid Validity</b>	Minimum 90 days from deadline
<b>Service Commencement</b>	Maximum 4 weeks from contract award
<b>Installation Timeline</b>	To be proposed in bid
<b>Price Schedule</b>	Complete Section B in Sri Lankan Rupees (exclusive of Value Added Tax)
<b>Technical Compliance</b>	Complete separate Technical Specification document
<b>Manufacturer Authorization Letter</b>	Original Manufacturer Authorization Letter for Customer Premises Equipment hardware per Annex A format
<b>Telecom License</b>	Valid Telecommunications Regulatory Commission of Sri Lanka Telecommunication Service Provider license
<b>Business Registration</b>	Certified copy of Company Registration
<b>Value Added Tax Registration</b>	Value Added Tax registration certificate (preferable)
<b>Business Registration Age</b>	Minimum 5 years in operation (preferable)
<b>Experience Evidence</b>	Minimum 3 similar enterprise or data centre High Availability connectivity projects in last 3 years with client references
<b>Engineer Certificates</b>	Minimum 2 certified engineers assigned to this project (certificates attached)
<b>Signed Declaration</b>	Complete and sign Section D (Single Signature Page)

*Bids missing any mandatory requirement will be disqualified. Items marked (preferable) are not mandatory for qualification.*

## SECTION B – COMMERCIAL SCHEDULE – PRICE SHEETS

**Lot 1 – Secondary 10 Megabits per second High Availability Internet Connection (Active/Passive)**

Item	Description	Qty	Unit Price (LKR)	Total (LKR)
1.1	Monthly Service Fee – 10 Megabits per second Dedicated Internet Access, symmetric, 1:1 Committed Information Rate, with Border Gateway Protocol, Bidirectional Forwarding Detection, and minimum 99.9 percent Service Level Agreement	1 month		
1.2	One-Time Installation Fee – Includes all civil works, Customer Premises Equipment hardware, fiber termination, and basic configuration	1		
1.3	Customer Premises Equipment Hardware – Make/Model: _____ (must meet specifications in separate Technical Specification document). Includes dual power input or redundant power adapter, rack mount kit, all required Small Form-factor Pluggable modules and accessories	1		
1.4	Turnkey Configuration & Integration – Includes: Border Gateway Protocol peering setup, Bidirectional Forwarding Detection configuration, Simple Network Management Protocol or Application Programming Interface integration, failover testing, commissioning report, all required cabling and accessories. Any missing components for full High Availability functionality provided at no extra cost.	1		
<b>TOTAL ONE-TIME CHARGES</b>				
<b>TOTAL MONTHLY RECURRING CHARGE</b>				
<b>TOTAL TURNKEY BID PRICE (First Year: One-Time Charges + 12 Months Recurring)</b>				

*Note: All prices exclusive of Value Added Tax. Value Added Tax to be shown separately.*

## SECTION C – EVALUATION CRITERIA

### C.1 Evaluation Process

Stage	Description
<b>Stage 1: Technical Pass/Fail</b>	Bidder must meet all mandatory criteria in C.2. Failure in any mandatory criterion = immediate disqualification.
<b>Stage 2: Technical Scoring</b>	Technically qualified bidders are scored per C.3 weighting.

<b>Stage 3: Commercial Evaluation</b>	Among technically qualified bidders, contract awarded to lowest total turnkey price (first year). Technical scores used for tie-breaking only.
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## C.2 Technical Evaluation – Mandatory Pass/Fail Criteria

Category	Criteria	Verification
<b>Eligibility</b>	Valid Business Registration	Business Registration copy
	Business Registration age minimum 5 years (preferable)	Business Registration copy
	Valid Telecommunications Regulatory Commission of Sri Lanka Telecommunication Service Provider license	License copy
	Valid Value Added Tax registration (preferable)	Value Added Tax certificate
<b>Experience</b>	Minimum 3 similar enterprise or data centre High Availability connectivity projects in last 3 years	Reference letters with client contact details
	Minimum 2 certified engineers assigned (Cisco Certified Network Professional or Juniper Networks Certified Internet Professional or equivalent)	Certificates + Curriculum Vitae
<b>Technical Compliance</b>	Meets ALL specifications per separate Technical Specification document	Completed Technical Specification document
<b>Physical Diversity</b>	Geographic Information System fiber route maps provided showing zero percent last-mile overlap with Sri Lanka Telecom	Technical Specification item 3.5 + attached maps
<b>International Diversity</b>	Network diagram demonstrating international upstream diversity – not relying solely on same submarine cable system as Sri Lanka Telecom	Technical Specification item 3.6 + attached diagram
<b>IP Addressing</b>	Provider Independent space with our Autonomous System Number –OR– Provider Assigned space with Border Gateway Protocol conditional advertisement plus documented IP transition plan accepted	Technical Specification item 3.9
<b>Border Gateway Protocol &amp; Bidirectional Forwarding Detection</b>	Border Gateway Protocol version 4 and Bidirectional Forwarding Detection support confirmed. Static default route supported for emergency fallback.	Technical Specification items 3.8, 3.19
<b>Service Level Agreement Uptime</b>	Minimum 99.9 percent uptime with financial penalties accepted	Technical Specification item 3.14 + Signed Section D

<b>Mean Time To Repair</b>	Critical Fault: 4 hours. Degraded Fault: 8 hours. Accepted.	Technical Specification item 3.15 + Signed Section D
<b>Monitoring</b>	Simple Network Management Protocol or Application Programming Interface access provided	Technical Specification item 3.16
<b>Distributed Denial of Service Mitigation</b>	Remotely Triggered Black Hole community strings provided	Technical Specification item 3.17
<b>Customer Premises Equipment Hardware</b>	Dual power input OR external redundant power adapter with Uninterruptible Power Supply support. Carrier-grade with minimum 5-year OEM support.	Technical Specification item 3.13 + datasheets
<b>Support</b>	Local spare stock maintained in Sri Lanka for entire contract period	Signed Section D
<b>Bid Completeness</b>	Bid Validity (minimum 90 days) stated	Signed Section D
	Service Commencement (maximum 4 weeks) stated	Signed Section D
	Installation timeline proposed	Signed Section D
	Price Schedule fully completed	Section B
	Signed Declaration (Section D) completed	Signed Section D

*Failure to meet ANY criterion marked without (preferable) = automatic disqualification.*

### C.3 Technical Scoring Model (for Qualified Bidders)

Technically qualified bidders will be assessed on the following weighted criteria. Higher scores indicate better technical offering.

Category	Weight	Scoring Criteria
<b>Physical Diversity</b>	25%	GIS maps provided and verified: 25 points Partial diversity with explanation: 10 points No maps: 0 points (disqualified)
<b>Service Level Agreement Uptime</b>	20%	99.99 percent offered: 20 points 99.9 percent offered (minimum): 10 points Below 99.9 percent: disqualified
<b>International Diversity</b>	15%	Fully independent upstream, different cable system from Sri Lanka Telecom: 15 points Some diversity but shared cable system disclosed: 5 points No diversity: 0 points (disqualified)
<b>Border Gateway</b>	15%	Full Border Gateway Protocol with Bidirectional Forwarding

<b>Protocol &amp; Bidirectional Forwarding Detection</b>		Detection and static fallback: 15 points Border Gateway Protocol only, no Bidirectional Forwarding Detection: 5 points No Border Gateway Protocol: disqualified
<b>Monitoring &amp; Application Programming Interface</b>	10%	Full Simple Network Management Protocol and Application Programming Interface with all requested metrics: 10 points Basic monitoring only: 5 points Web portal only: 0 points (disqualified)
<b>Distributed Denial of Service Mitigation</b>	10%	Remotely Triggered Black Hole with community strings provided: 10 points Remotely Triggered Black Hole available but no documentation: 5 points No Remotely Triggered Black Hole: 0 points
<b>Customer Premises Equipment Hardware Quality</b>	5%	Carrier-grade, dual power input, 5-year OEM support: 5 points Basic equipment meeting minimum: 2 points
<b>Total Possible Technical Score</b>		<b>100 points</b>

## SECTION D – BID SUBMISSION FORMS & DECLARATIONS (SINGLE SIGNATURE PAGE)

### D.1 Bid Submission & Combined Declaration

Field	Bidder to Complete
<b>To:</b>	Procurement Authority, [Your Organization]
<b>Date:</b>	_____
<b>Tender No:</b>	[Insert Tender Number]

We submit our bid for Lot 1 – Secondary 10 Megabits per second Active/Passive High Availability Internet Connection. We confirm the following:

Requirement	Bidder Entry
<b>Bid Validity:</b>	_____ days (minimum 90 days required)
<b>Service Commencement:</b>	_____ weeks from contract award (maximum 4 weeks required)
<b>Installation &amp; Commissioning Timeline:</b>	_____ working days from service commencement

We accept and declare the following (tick all that apply):

Declaration	Accept (✓)
<b>Service Level Agreement &amp; Mean Time To Repair Acceptance</b>	
- Minimum 99.9 percent uptime guarantee measured at Customer Premises Equipment Ethernet handoff interface	<input type="checkbox"/>
- Financial penalties for downtime as defined in Technical Specification item 3.14	<input type="checkbox"/>
- Critical Fault Mean Time To Repair: 4 hours from ticket creation (total link down)	<input type="checkbox"/>
- Degraded Fault Mean Time To Repair: 8 hours from ticket creation (high latency or packet loss)	<input type="checkbox"/>
- Simple Network Management Protocol or Application Programming Interface monitoring integration provided – no requirement for separate portal login as sole monitoring method	<input type="checkbox"/>
<b>Border Gateway Protocol &amp; Bidirectional Forwarding Detection Technical Commitment</b>	
- Border Gateway Protocol version 4 support with our edge router	<input type="checkbox"/>
- Bidirectional Forwarding Detection enabled with $\leq 1$ second detection subject to mutually agreed timers	<input type="checkbox"/>
- Static default route supported for emergency fallback during Border Gateway Protocol misconfiguration	<input type="checkbox"/>
- Full Internet routing table OR default-only as agreed with data centre	<input type="checkbox"/>
- No filtering of return path based on source Autonomous System Number	<input type="checkbox"/>
- Remotely Triggered Black Hole community strings provided for Distributed Denial of Service mitigation	<input type="checkbox"/>
<b>IP Addressing Declaration (Select one option below)</b>	
<input type="checkbox"/> Option A – Provider Independent Space: We will advertise the Data Centre's Provider Independent block with their Autonomous System Number. No Internet Protocol renumbering required ever. <input type="checkbox"/> Option B – Provider Assigned Space with Conditional Advertisement: Attached is documented Internet Protocol transition plan in case of provider failure. Border Gateway Protocol conditional advertisement supported. Graceful Internet Protocol transition procedure provided.	
<b>Site Readiness &amp; Installation Acceptance</b>	
- We have reviewed the site conditions (rack space, power, grounding)	<input type="checkbox"/>
- Our Customer Premises Equipment will be installed with 1U separation from Sri Lanka Telecom equipment	<input type="checkbox"/>
- We accept responsibility for all cabling and accessories required for full functionality	<input type="checkbox"/>
- Any missing components for complete High Availability integration will be provided at our cost	<input type="checkbox"/>
<b>Local Spare Stock Declaration</b>	
- We maintain local stock in Sri Lanka of one complete spare Customer Premises Equipment unit (same make and model as installed) for the entire contract period. In case of hardware failure, we will deploy the spare immediately while Return Merchandise Authorization processing is underway. We understand that failure to maintain this stock may result in	<input type="checkbox"/>

contract penalties including financial deductions or termination.	
<b>General Declarations</b>	
- All information provided in this bid is true and accurate	<input type="checkbox"/>
- We have reviewed the existing setup and confirm compatibility	<input type="checkbox"/>
- We accept all Mandatory Bidder Responsibilities listed in Section A.3	<input type="checkbox"/>

<b>Authorized Signatory:</b>	_____
<b>Name:</b>	_____
<b>Designation:</b>	_____
<b>Company:</b>	_____
<b>Company Seal:</b>	_____
<b>Contact Telephone Number:</b>	_____
<b>Email Address:</b>	_____

## SECTION E – ANNEXES

### Annex A: Manufacturer Authorization Letter Format

*(To be provided on manufacturer letterhead)*

<p>To: [Your Organization]</p> <p>Date: _____</p> <p>Re: Authorization for [Bidder Name] – Tender No: [Insert Tender Number]</p> <p>This is to certify that _____ is an authorized partner or distributor of our Customer Premises Equipment hardware and is qualified to supply, install, and support the equipment proposed for this tender.</p> <p>Authorized Signatory: _____</p> <p>Name: _____</p> <p>Title: _____</p>
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