

Scope of Work for Broadband Internet Connection at different CARE Bangladesh Office locations

Introduction:

CARE Bangladesh relies on uninterrupted, secure, and high-speed Internet connectivity to support its programs, applications, cloud services, communication systems, virtual collaboration, and day-to-day business functions. CARE Bangladesh intends to procure broadband Internet services through a competitive quotation process from qualified Internet Service Providers (ISPs).

The selected ISP shall provide reliable Internet connectivity and technical support services for the mentioned CARE Bangladesh offices.

Objectives:

- a) Implement dedicated broadband internet connection at different CARE Bangladesh offices.
- b) Allowing users to access email, download and upload data quickly, faster web browsing, seamless online Zoom/MS Teams meetings, etc.
- c) Seamless access to CARE customized applications, cloud-based applications, SharePoint, OneDrive, etc.
- d) Allowing employees to connect to other networks through VPN.
- e) Ensure prompt technical support and fault resolution.

Site office addresses and point of contact:

The bidder shall provide connectivity to the following offices:

Sl.	Location	Contact persons
1.	CARE Bangladesh Dhaka Office RAOWA Complex (Level 7), VIP Road, Mohakhali, Dhaka -1206.	Masudur Rahman, Manager-Application & Network Operations, Mobile: 01913624567
2.	Transport Service Department, Road: 2/A, Adjacent to Block-H, Sector-17, Uttara 3rd Phase, (Opposite side of World University) Baunia, Tefalia, Dhaka-1230.	Anamol Kabir, Administrative Officer, Mobile: 01674-556756

3.	Gazipur Office Cadet College Housing Society, Road# 7, 2nd Floor, Chandona, Gazipur-1700.	Mst Najma, Senior Capacity Building Officer, Mobile: 01740-490885
4.	Cox's Bazar Office Sayeman Heritage Residence (2nd floor) Gate# 1, Baharchara, Cox's Bazar-4700.	Ekramul Hoque, ICT Officer, Mobile: 01711-223277
5.	Ukhiya Team Office Paschim (west) Moricha, Moricha Palong-4750, Ukhiya, Cox's Bazar	Ekramul Hoque, ICT Support Officer, Mobile: 01711-223277
6.	Khulna Regional Office Nirala R/A, Road# 01, House# 48 (2nd Floor), Khulna-9100.	Aziz Ahmed, Senior Finance & Administrative Officer, Mobile: 01717-519289
7.	Kulaura Regional Office Darogabari Residential Area, Outer, Kulaura, Moulvibazar-3230.	Anisur Rahman, Regional Operations & Govt. Liaison Manager, Mobile: 01716-653481
8.	Rajshahi Office Lotus Park, 153/2, Upashahar Housing Estate, Cantonment road, Rajshahi.	Mansura Begum, Deputy Manager-Admin & Operations, Mobile: 01711-241857
9.	Mymensingh Office Caritas Bangladesh, 15, Catholic Padri Mission Road, Bhatikashore, Mymensingh.	Mansura Begum, Deputy Manager-Admin & Operations, Mobile: 01711-241857
10.	Bandarban Office MRa Radana, 56WC, Don Bosco High School Road, Bandarban.	Mansura Begum, Deputy Manager-Admin & Operations, Mobile: 01711-241857

Note: The office location may increase or decrease in the future.

Procurement Methodology:

- CARE Bangladesh reserves the right to enter into Framework Agreements with multiple suppliers for the same category of goods and/or services.
- Any procurement under this FWA shall be subject to specific project needs, availability of funds, and internal approvals.
- Following the execution of this Framework Agreement, CARE Bangladesh may, at its sole discretion, issue system-generated Purchase Orders ("POs") to the Supplier. Each PO shall clearly specify the scope, quantity, value, delivery timeline, and any other applicable terms and conditions.
- The Supplier shall not supply any goods or services, nor incur any related costs, unless and until a written notification or valid Purchase Order has been formally issued by CARE Bangladesh in accordance with the terms of this Framework Agreement. CARE Bangladesh shall not be liable for any costs incurred outside of an authorized PO.
- CARE Bangladesh reserves the right to increase or decrease the number of site locations during the tenure of the Framework Agreement based on operational requirements, project needs, and budget availability. In the event that new site locations are introduced, CARE Bangladesh may conduct a mini-competition among the awarded vendors under the Framework Agreement. The new location shall be awarded to the technically qualified bidder offering the lowest price.
- In the event that any site location is discontinued during the agreement period, CARE Bangladesh reserves the right to partially terminate the services for the affected location(s). The awarded vendor shall be notified in writing in accordance with the termination notice period specified in the Framework Agreement, and no compensation shall be payable for the discontinued location(s) other than payment for services satisfactorily rendered up to the effective date of termination.
- CARE Bangladesh shall communicate any changes to the scope, requirements, or site locations in writing. The awarded vendor shall implement such changes only upon receipt of written notification from CARE Bangladesh, subject to the terms and conditions of the Framework Agreement.
- Suppliers may not necessarily be awarded the contract for all locations. CARE Bangladesh reserves the right to select multiple suppliers for different locations, based on the evaluation results and overall value for money.

Contract Duration:

- The contract shall remain valid for an initial period of **two (2) years** subject to satisfactory vendor performance, mutual agreement of both parties, and the availability of funding and budget approval from CARE Bangladesh.
- Subject to satisfactory performance during the initial contract period, continued operational requirements, and the availability of funding and budget, CARE Bangladesh may, at its sole discretion, extend the contract for **one (1) additional year** under the same or mutually agreed terms and conditions.
- CARE Bangladesh reserves the right to extend, renew, amend, suspend, or terminate the contract at any time based on vendor performance, operational requirements, funding availability, or any other organizational necessity, by providing **one (1) month's written notice** to the vendor, unless otherwise specified in the agreement.

Period of bid validity:

The quoted price should be valid for 2 years. There will be an option to reassess and adjust prices for 6 months in the agreement if required for the conditions below:

- Govt. declared Vat or any other related pricing has been revised, which will be verified by CARE Bangladesh team

This ensures flexibility and reflects the changing market conditions, fostering a fair and dynamic long-term partnership.

Security Compliances

The ISP shall ensure:

- Secure routing
- Secure network infrastructure
- Licensed operation under BTRC
- Compliance with BTRC regulations

Evaluation Criteria:

The service provider will be evaluated based on the following weightage: 100 marks.

- Technical Score: 70
- Financial Score: 30

Technical Evaluation Criteria: 70 Marks

The ranking to evaluate is between 1 and 5, where 5 is the highest score:

- 1 Non-complying
- 2 Below Acceptable
- 3 Acceptable
- 4 Good
- 5 Excellent

Criteria	Score
Previous working experience with a similar organization (Minimum 5 years for Dhaka & Cox's Bazar and 3 years for other offices)	25%
Compliance with Technical requirements	15%
Installation Plan & Timeline & agree to establish connection by 30 September 2026.	20%
Technical support procedure, manpower	10%
	70%

Financial Evaluation Criteria: 30 Marks

The lowest bidder will be assigned the full/highest marks, that is, 30, and the subsequent highest bidders will get proportionately lower scores out of 30.

Application Process:

If you are interested and feel competent in carrying out this very exciting work, please submit technical and financial proposals in two separate documents:

Technical Proposal:

1. Organizational profile with Client list
2. **Appendix I: Technical Proposal** in official letterhead, duly signed and stamped by the authorized representative
3. Legal documents: Latest Trade License, BTRC License, -E-TIN Certificate, BIN Certificate.

Financial Proposal:

Interested bidders are requested to see **Appendix II: Cost Proposal**, provide their financial quotations inclusive of VAT and all other applicable costs, and submit the proposal on their official letterhead, duly signed and stamped by the authorized representative. Suppliers can submit partial price quotation.

Penalty Clause:

CARE Bangladesh may impose penalty for interruption on smooth services at the double proportionate rate per hour of monthly service cost after 3.65 hours.

$$\begin{aligned}\text{Example: Penalty} &= \frac{5000 \text{ (Monthly connection Rate, as example 5000)}}{30 \text{ (considering 30 days for all the months)} \times 24 \text{ hours}} \times 2 \text{ times} \\ &= 6.94 \text{ tk / hour} \times 2 \text{ times}\end{aligned}$$

Ensure the routine check in each month and report to CARE Bangladesh ICT Department. Details clarification are as follows-

For any downtime below or equal to 3.65 hrs., no penalty charge shall be applied.

For any downtime above 3.65 hrs. in a month, the penalty charge shall be applied on a pro rata basis

(On prorata basis Example: $(24 \times 365) - (24 \times 365 \times 99.5) / 100 = 8760 - 8716.20 = 43.80$ hrs./year/office = 3.65hr/ month/ office)

For Example, for a downtime of 18 hrs. in a month= $[(18\text{hr}-3.65\text{hr}) \times 6.94 \times 2] \text{ tk /month} = 199.17 \text{ tk /month}$.

For any downtime or service disruption the service provider shall provide valid reasoning with proper documentation. At any disruption caused by reasons which is beyond control,

the waiver of penalty charge can be applied based on authenticity and supporting documentation.

Where the Service Provider repeatedly fails to meet the agreed SLA, CARE Bangladesh reserves the right to require a corrective action plan, make further deductions, or terminate the agreement in accordance with the terms and conditions of the contract.

****Deduction of the penalty amount will not be applicable in case if any extended completion time/ period is officially agreed and accepted by CARE Bangladesh.**

Payment Terms:

- The Service Provider will be paid upon receipt of satisfactory service per Purchase Order.
- Payment will be processed monthly.
- Payments in local currency will be paid as per standard procedure. There will not be any scope to pay in advance before starting work. Service Provider shall provide CARE Bangladesh with periodic and final invoice statements indicating services performed, expenses incurred, past payments made, and any other information CARE Bangladesh shall reasonably request. Service Provider shall provide a final invoice statement whenever requested by CARE Bangladesh up to sixty (60) days after the date set for the completion of the services in this SOW.
- CARE Standard Payment Terms are 30 days from receipt of goods or service and accurate & complete invoice acceptable to CARE Bangladesh.
- CARE will deduct applicable VAT and Income Taxes at source as per GoB policies and procedures.

Terms and conditions for service provider

- CARE Bangladesh reserves the right to cancel/terminate/halt the process without showing any justification to the bidder though they have given time and resources to submission of the proposal.
- CARE Bangladesh reserves the right to monitor the quality and progress of the work during the assignment.
- No advance payment will be made against the Agreement.
- All prices should be included in VAT and Tax. Govt. VAT and Tax rules and regulations will be followed strictly.
- Mushak 6.3 must be provided along with bill and challan. VAT and Tax will be deducted at source as per Govt. rules
- CARE Bangladesh reserves the right to accept or reject partially or fully any or all quotations without assigning any reason whatsoever. CARE Bangladesh may not select the lowest bidder, if the quality, specifications etc. are not up to the mark and not bound to provide any explanation about the selection process.

- CARE Bangladesh reserves the right to make framework agreement with multiple vendors for the same goods and services.
- CARE Bangladesh encourages every prospective bidder to avoid and prevent conflicts of interest, by disclosing to CARE Bangladesh if you, or any of its affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this tender document.
- CARE Bangladesh is not bound to accept any quotation, nor award a Work Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
- All activities should comply with national environmental regulations and sustainability standards.