

South East European University – Tetovo announces:
A BIDDING PROCEDURE REQUEST
(no public opening)



1. GENERAL PROVISIONS

1.1. Purchaser

South East European University, Ilindenska 335, 1200 Tetovo

1.2. Subject of the procurement: Telecommunication Services

Call number: 02/122015

Code: **Telecommunication Services**

1.3. Specification:

LOT Description of the service

1 Internet connection

Specification

- Main symmetrical Internet Access of minimum 50Mbit/s via terrestrial connection with Ethernet interface for University Campuses located in Tetovo and Skopje
- Back up/redundancy Internet Access in the last mile with same capacity
- Bandwidth overbooking 1:1
- BGPv4 must be provided

Additional services included in the offer at no additional charge

- Unlimited Internet Access uplink/downlink transfer
- Protection for DoS and DDoS attacks
- Monitoring of the traffic with graphical interface provided by the Internet Service Provider
- Pool of public IP addresses (../24 range) included in the offer
- Increase of the speed of the Internet service provided for short time periods (1-2 days) in case of events that require additional capacity (like University events, seminars, education fairs,...) that take place in the premises of the University Campuses in Tetovo and Skopje

SLA Level

- SLA level of minimum 99,6% that will be included into the annex of the contract
- If the SLA level cannot be guaranteed without the presence of the Internet Service Providers equipment in the premises of the customer, that equipment must be provided free of charge for the duration of the contract
- SLA parameters that must be fulfilled:
 - Fulfillment of the up-time of the service
 - RTD for transatlantic connections –max 200ms
 - RTD for European connections – max 80ms
 - Packet loss max 1% per month
- SLA breach penalties should be mentioned in the offer

Service provider has to:

- Provide the topology of the network infrastructure and proof how the redundancy of the infrastructure is provided
- Have optical Interconnection with at least 2 other International ISP Operators
- Have minimum 2 references of similar services provided to other customers
- Provide Technical Support 24/7 – phone, e-mail, ticketing system, ...
- Have ISO 9001 Certifications

Financial part

- Price per month including VAT for the main Internet link; the price should be given as price for 1 Mbit/s including VAT
- Price per month including VAT for 10Mbit/s increments of bandwidth; the price should be given as price for 1 Mbit/s including VAT
- Price per month including VAT for the backup/redundant link; the price should be given as price for 1 Mbit/s including VAT

2 Fixed Telephony

Specification

- One VoIP Trunk Link with 30 digital channels
- The service should be provided through the terrestrial connection

Additional services included in the offer at no additional charge

- Keep the existing numeration (044 3560 with 400 numbers, 000-399)
- Installation and configuration of the link without interruption of the existing service
- Monitoring on the realized phone calls
- Notification of price for call
- CLIP - Caller Line Identification Presentation
- Ability to deny calls to specific services or networks
- Ability for “call redirection”

SLA Level

- SLA level will be included into the annex of the contract
- If the SLA level cannot be guaranteed without the presence of the Internet Service Providers equipment on the premises of the customer, that equipment must be provided free of charge for the duration of the contract
- SLA breach penalties should be mentioned in the offer

Service provider has to:

- Provide the topology of the infrastructure and proof of the redundancy of the infrastructure
- Have minimum 5 references of similar services provided to other customers
- Provide Technical Support 24/7 – phone, e-mail, ticketing system, ...
- Have ISO 9001 Certifications

Financial part

- Establishment of a call cannot be charged
- Price per month including VAT for the link
- Price per minute (including VAT) for local and national calls to all national fixed networks
- Detailed price list (including VAT) for International calls
- Price per minute (including VAT) to all national mobile networks
- Price per minute (including VAT) to International mobile and fixed networks

□ Prices should not be higher than the prices of the official Price list of the Service Provider valid for business customers

3 Mobile Telephony

Specification

- Minimum 25 mobile lines

Additional services included in the offer at no additional charge

- Keep the numeration of the existing SIM Cards
- Mobile Internet (4G)
- Monitoring on the realized phone calls
- Ability to deny calls to specific services or networks
- Ability for “call redirection”

SLA Level

- SLA level will be included into the annex of the contract
- SLA level should cover the replacement of malfunctioning SIM Card in shortest possible time
- SLA level should contain servicing conditions of the mobile phones
- SLA breach penalties should be mentioned in the offer

Service provider has to:

- Provide that all SIM Cards are part of the same user group (CUG)
- **As optional:** to give offer for all full time employees of the University to be part of the same CUG. This means that employees can migrate their mobile lines to the bidders mobile network or they can have new mobile lines in line with bidders offer.
- Calls inside CUG to be free of charge including calls to and from VoIP lines for service offered in LOT 2 (Fixed Telephony)
- Enable that charging interval for national calls to be in seconds
- Enable that complete subscription fee to be used for calls, SMS and mobile Internet
- Enable that amount of subsidy be used to purchase phones at prices from bidders price list
- State amount of subsidy for purchase of mobile phones per line
- Have minimum 5 references of similar services provided to other customers
- Give detailed information for Roaming Partners
- Provide Technical Support 24/7 – phone, e-mail, ticketing system, ...
- Have ISO 9001 Certifications

Financial part

- Unique price per minute (including VAT) to all national mobile and fixed networks
- Unique price per SMS (including VAT) to all national mobile networks
- Average price per minute (including VAT) for all International calls ^(a)
- Average price per minute (including VAT) for roaming calls toward RM ^(a)
- Price (including VAT) for 1MB data (mobile Internet)
- Price (including VAT) for 1MB data for data roaming (mobile Internet)
- Price per minute (including VAT) within the Service Provider Networks
- Detailed price list (including VAT) for International calls
- Price per minute (including VAT) to other national mobile networks
- Establishment of a call cannot be charged

□ The bidder provides detailed list of international destinations according to the published public areas of the bidder and the average cost is obtained as the arithmetic mean of the offered prices

For all three services the bidder should offer web portal (free of charge) which will allow us to be informed for certain services like:

- Information and statistical data regarding current and past invoices with an option for independent analysis
- Detailed bill
- Summary of the services and bundles available for activation
- Summary of certain existing and additional services and bundles activated for each subscription line
- Checking the status of particular existing services and bundles
- Summary of the services and bundles available for activation
- Activation of certain available services and bundles
- Deactivation of certain available services and bundles
- Pre-paid account recharging from a post-paid number

1.4. The criteria for selection of the most favorable bidder:

- Price
- Fulfillment of the requirements from the specification
- Bidder qualification
- Conditions on proposed SLA Agreement

1.5. Offer validity deadline: 60 days of the day of selection of a most favorable bidder

1.6. Offer submission deadline: by 1600hrs on **28.01.2016** the latest.

2. CONTENT OF THE OFFER

2.1. The Offer should contain two internal envelopes:

2.1.1. It is obligatory that one internal envelope, marked "TECHNICAL OFFER AND DOCUMENTATION", should contain the following data and documentation:

1. Bidder data
Name, address and seat of the bidder, authorized person, telephone and fax number
2. Detailed description and technical characteristics, i.e. THE COMMERCIAL OFFER WITHOUT PRICES
3. Document proving a three (3) year experience in providing requested services
4. References on the delivery of similar services from at least three (3) purchasers in the last three (3) years
5. Certificate issued by the relevant institution for quality control
6. Instructions for installation and putting into operation of the service
7. Technical equipment and HR structure
8. Technical support offered for the service (price, duration), specifying the SLA level provided.
9. Delivery deadline
10. A document issued by a competent body or institution confirming that no bankruptcy or a liquidation procedure has been initiated against the bidder and that no security measure – ban on performing an activity has been issued against the bidder (the original or a copy not older than six months verified by the bidder) for domestic and foreign bidders
11. Bidders are to submit a Solvency document from the Central Register of the RoM (original or copy not older than six months, verified by the bidder).
12. Declaration of conformity

2.1.2. It is obligatory that a second internal envelope, marked "COMMERCIAL OFFER", contains the following data:

- Commercial offer for one year contract
- Commercial offer for two year contract
- Method of payment

2.2. The offer should be prepared in accordance with the defined requirements given in this request and in accordance with the Specification. If the offer is not prepared as required and does not contain the requested data, the offer will be considered to be incomplete.

3. FINAL PROVISIONS

3.1. The offers should be submitted to the South East European University, Ilindenska 335, 1200 Tetovo, not later than 1600hrs on **28.01.2016**. Every offer received in the Campus (Archive Office, Rectorate Building, Office 10) after the deadline will not be accepted.

3.2. The offer is submitted in a single original copy signed by the bidder's responsible person, in a sealed envelope. A note "DO NOT OPEN" should be placed in the top left-hand corner of the envelope, as well as the request code: (**Telecommunication Services**).

The first internal envelope should enclose the accompanying and technical documentation and be marked "Technical Offer and Documentation".

The second internal envelope should enclose the technical offer with the commercial prerequisites and be marked "Commercial Offer".

3.3. The offer should be submitted in a single original copy, and every page should be endorsed by the bidder's responsible person.

3.4. The procurement of all three services (Internet, Fixed and Mobile telephony) by this request is indivisible.

3.5. The offers will be opened without the presence of the bidders.

3.6. Offers will be accepted in English, Albanian or Macedonian Language.

Additional information can be obtained at procurement@seeu.edu.mk.

SOUTH EAST EUROPEAN UNIVERSITY