



# STATE OF KUWAIT

## MINISTRY OF INFORMATION

تقديم خدمات الإنترنت الاحتياطية لإدارة نظم المعلومات

بوزارة الإعلام لسنة 2024-2025

### **Main Site: ministry of information's main building**

- (500) Mbps uplink and (500) Mbps downlink internet bandwidth over fiber (secondary) for 12 months.
- The company should have internet feed from at least two Tier-1 international ISPs.
- Number of hops should be less than three between MOI router and tier-1 ISP router.
- Response time should be less than 180 milliseconds between MOI Router and tier-1 router.
- The Company should provide a class C range of IP address (Public IP ) .
- The Company should provide proposal of all hardware, software and cabling required for this solution.
- The Company will be responsible for all the configurations and installations for this solution.
- The Company should configure routing rules on Ministry of information firewall, and the connection must be over fiber port (Converters are not acceptable).
- Any Required Hardware, accessories and services which are not mentioned in this RFP and is mandatory for the completeness of this project is the bidder responsibility.
- All hardware and accessories should be leased.
- ISP should provide clean pipe.

### **Qualification of Company**

- The Company should have a minimum of five years' experience in carrier grade networking -The final contract will only be awarded upon reaching to satisfactory terms and conditions with service level agreement. Company must submit details of -the standard service level agreement.
- The Company should have peering with other local ISP.
- The ISP must guarantee 99.9% availability on 24X7X365 basis. This must be proved by providing a report from real-time SLA Verifier equipment. MOI in turn will use its own resources to verify the ISP claims.
- The ISP availability in Kuwait on its Internet back bone should in all case is above 99.9%.
- ISP must be able to provide the necessary hardware/software to make the setup operational with minimum downtime.
- The Company must provide monitoring tools (Bandwidth, utilization etc).

## **General Requirement**

**A preliminary / Pretender Meeting will be setup. Bidder should attend the mandatory meeting. Bidder who does not attend the preliminary meeting will be obliged to any changes of the specifications in the meeting.**

**Note: This contract will be our primary Internet meaning our Backup ISP is not eligible to participate to this tender.**

MOI will only contract with the successful bidder and will consider this bidder to be the Prime Contractor and sole contact regarding all other provisions of contract; to include payment of all charges from the procurement and installation of any hardware and software produced through this contract; as well as all the other services that are covered in this tender. In the event the successful Bidder's proposal includes hardware/ software and / or other services (including civil works) manufactured or performed by another manufacturer or supplier, it is mandatory for the successful Bidder to assume full responsibility for delivery, installation and maintenance services for such items offered.

### **Service level agreements:**

Any SLA that will be signed with MOI must have the following included. The monthly report submitted by the ISP must include the points mentioned below:

Whenever service quality does not meet the guaranteed targets of 99.9% for every month, MOI should be eligible to receive a credit of 10% against the monthly invoice amount.

Quality review service must be committed too and to be held at MOI premises on quarterly basis.

### **Performance objectives**

ISP must provide High-level service and guarantee the four important elements of internet service:

**Network Availability:** guaranteeing that connection to the internet is always possible.

**Outage Notification Time:** in case there will be a network outage, the ISP must notify a designated MOI contact person before 7 working days.

**Downtime Notification Time:** in case of unexpected network downtime, the ISP must notify a designated MOI contact person within 30 minutes.

**Performance Commitments:** The SLA's must guarantee 99.9% peer ISP network availability, 90 milliseconds or less of round-trip latency and no more the 1% packet loss over the partners ISP network.

**Delivery, Testing and Implementations:**

Delivery and testing must be completed within 1 month from the date of signing the contract and activating the services should be before the expiration day of the current contract.

The ISP must provide a comprehensive project plan and schedule of work, which must be formally approved by MOI

The ISP must accept that any delays in the testing and implementations, caused by failure of staff or equipment of the ISP will result in financial penalties being incurred. Penalties to be determined prior to signing the contract.

**Company Profile:**

All bidders will be required to provide the names and written proof of the technical competence of all staff that will be designated to work on the project and subsequently maintain the agreed service.

**BOQ:**

السعر الإجمالي		السعر الإفرادي		النوع	الكمية	البيان	
دينار	فلس	دينار	فلس				
				خدمة	1	internet Bandwidth (500 Mbps down/500Mbps up)	1
				خدمة	1	Class C range of IP address (Public IP)	2
				خدمة	1	installation and configuration	3
						الخصم الإضافة السعر النهائي	