

الفهرس

- أعلن استدرأج الاسعار

- طلب الاسعار

BOQ-

Project Plan -

SLA -

أعلان استدراج الاسعار

إعلان استدراج

رقم : الاستدراج وأ/ 1056/ 2023-2024 تاريخ : 6 / 12 / 2023

السادة /

وزارة الاعلام

ادارة المشتريات

مراقبة التوريدات

قسم المناقصات المحلية

نرجو تدوين أسعار المواد التالية إذا كانت متوفرة كلها أو بعضها لديكم و ذلك في موعد اقصاه 2023/12/ 19 الساعة الواحدة ظهراً , مع أخذ الشروط المرفقة في وثيقة المواصفات الفنية

م	المواصفات المطلوبة	الوحدة	العدد	سعر الوحدة		القيمة الاجمالية		القيمة بالحروف	ملاحظات
				فلس	دينار	فلس	دينار		
1	تقديم خدمات الانترنت الاحتياطية لإدارة مركز نظم المعلومات لوزارة الإعلام (مرفق المواصفات)	LS	1	-	1,050	-	1,050	ألف وخمسون ديناراً كويتي	الأشغال لمدة سنة
				اجمالي القيمة : ديناراً كويتي		ختم وتوقيع المورد :		التاريخ : ٢٠١٩/١٢/٢٠	
				لا غير				مسئول المشتريات المحلي	
								الموظف المختص :	



صدر من قبل إدارة المشتريات - مراقبة التوريدات فاكس : 22327258

يرجى التكرم بكتابة أرقام هواتفكم حتى يمكننا الاتصال عند وجود أي استفسارات.

600 500 65



طلب الاسعار

طلب اسعار

رقم : الاستدراج وأ/ 1056/ 2023-2024 تاريخ : 2023/12/ 6

السادة /

وزارة الاعلام
ادارة المشتريات
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[illegible]

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600 500 65

BOQ



STATE OF KUWAIT

MINISTRY OF INFORMATION

تقديم خدمات الإنترنت الاحتياطية لإدارة نظم المعلومات

بوزارة الإعلام لسنة 2023-2024



كواليتي نت للتجارة
العامة و المقاولات



كواليتي نت للتجارة
العامة و المقاولات

Main Site: ministry of information's main building

- (700) Mbps uplink and (1.5) Gbps 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 than 1% packet loss over the partner's 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				
1,050	-	1,050	-	خدمة	1	internet Bandwidth (1.5 Gbps down/700 Mbps up)	1
Included	-	Included	-	خدمة	1	Class C range of IP address (Public IP)	2
Included	-	Included	-	خدمة	1	installation and configuration	3
-	-	-	-			الخصم	
-	-	-	-			الإضافة	
1,050	-	-	-			السعر النهائي	



Project Plan

Semi-tender/2023/2024																																		
تقديم خدمات الإنترنت لاحتياطي لإدارة نظم المعلومات بوزارة الاعلام لسنة 2023-2024																																		
Project Implementation Plan																																		
#		Duration	Start	End	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
1	Ministry of Information-Internet Service Project Implementation Plan	30 Days	1/1/2024	30-1-2024																														
2	Kick of Meeting with MOI Authorities	1 day	1/1/2024	1/1/2024																														
3	Performing Site Survey	3 days	2/1/2024	5/1/2024																														
4	Preparing order for Hardware	15 days	5/1/2024	19/1/2024																														
5	Reserving Solutions by stc MPLS Ports	2 days	20/1/2024	21/1/2024																														
6	Performing any required civil work,cablling.	5 days	20/1/2024	25/1/2024																														
7	Testing commission & Documentation	3 days	25-1-2024	27-1-2024																														
8	Project documentation and handover and Project Acceptance	10 days	22-1-2024	31-1-2024																														
9	Training	2 days	29-1-2024	30-1-2024																														

SLA

Operational Service Level Agreement

Between

Ministry of Information

MOINFO

AND

Solutions by STC

1. Introduction

This document sets out the planned operational level strategy and day-to-day work practices of team effort and cooperation between Solutions by STC . “ Solutions by STC “ and " Ministry of Information “ “ MOINFO “ in regard to the associated circuit contracts between the parties

The purpose of this Operational Service Level Agreement SLA is to clarify the daily working/operational practices in the areas of provision and maintenance and to establish measurement points for the management of services supplied by Solutions by STC.

Included in this plan are those potential areas to which Solutions by STC and MOINFO could jointly contribute with an aim to improving Customer's network operational performance. These areas are not exhaustive but should be representative enough to be the lead for further discussion and action plans

This SLA relates to provide Internet Service by Solutions by STC to **MOINFO** pursuant to customer contracts dated on or about the date of this SLA for the below table and branches.

Backup Internet Over Fiber (PRIMARY)	700Mbps Uplink & 1.5 Gbps Downlink
---------------------------------------	------------------------------------

2. Provision of Service

To facilitate access to premises ,etc Solutions by STC will agree an installation start date with MOINFO . MOINFO shall fax its acceptance of the circuit to Solutions by STC within 3 working days of the handing over

3. Service Level

Solutions by STC intends to ensure that the Service is available for use twenty-four 24 hours a day from each of the Premises. This Availability will be deemed to be satisfied if each service provided pursuant to this Agreement is available for not less than the following percentage of the :time in any complete month after the Service Commencement Date

3.1. Service Availability

The percentage Availability will be calculated and measured for each Service provided as follows: $SLA = \frac{AVA}{SAP} \times 100$

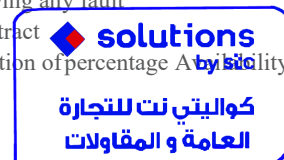
AVA (availability) is the number of hours for which the Service was unavailable SAP (Service Availability Period) is the number of hours on the days basis in a given Month over a calendar year SLA is the resulting percentage Availability. The service achieves an ongoing availability 30 :SLA for Services as following Guaranteed Values

Category	Service Level KPI
Internet Service	%99.9

Excluded Faults 3.2

Service will not be deemed to be unavailable or degraded, for the purposes of the calculation in the above paragraph, if the unavailability arises from or is otherwise caused by:

- The Customer requesting Solutions by STC to test a Service although no fault has been detected or reported
- A Service being modified or altered in any way at the Customer's request in accordance with this Agreement
- Any planned outage in accordance with Section 5 of this SLA
- Any suspension of the Service in accordance with the terms of signed contract
- A failure or fault of the Customer Equipment (or otherwise not attributable to the Service) or failure or fault arising pursuant to a Force Major Event. Force Major is a situation that is beyond the reasonable control of the parties hereto. Situation such as; Acts of God, acts of war, civil insurrection, government acts, riots, MOC infrastructure (fiber, Main DB, building DB, access exchanges etc), MEW .infrastructure (Power in exchanges, fiber etc) fires, natural physical disaster
- The failure of the Customer to give Solutions by STC access to the Services Equipment and any part of a Service upon being requested to do so by Solutions by STC .for the purposes of investigating and rectifying any fault
- The Customer failing to operate the Service in accordance with the terms of the signed contract
- For the avoidance of doubt, any period of unavailability shall not count towards the calculation of percentage Availability where Solutions by STC can find no fault in any Service or the Solutions by STC Network .



1. An Average Latency greater than the target figure as mentioned in section 3.2 entitles Customer for a Service Credit of 1/30 on the monthly .charge
2. An Average Monthly Packet Loss of more than 1.0% will result in a service credit of 1/30 on the monthly charge
3. Start of problem occurrence will be considered to begin when the trouble ticket is opened by Ministry of Information with Solutions by

STC Trouble ticket number shall be provided once reporting the fault incident . .

4. .A maximum of 10 % of credit/compensation of service charges may be provided during any single month
5. The above service credit will be applied once the SLA availability, Network Latency or Packet Loss goes below the agreed measurements .
6. Network un-availability, Latency or Packet Loss claims must be submitted no later than 15 days after the last day of the month in which .the exceeding outages occurred
7. Ministry of Information must submit the required claim to the designated account manager “Sales Dept” or the assigned Major Account .Technical Officer by email or official letter Solutions by STC will acknowledge the submitted claims within 3 working days and review ,the claims within 10 working days of receipt. If no acknowledgement received by this time Ministry of Information can sent their claims .to Sales Dept Management or Network Operation Dept Management Ministry of Information will be informed by email or an official ,letter Solutions by STC .response and basis of approval or rejection

4. Fault Management

4.1 Fault Reporting Process

Upon receipt of service interruption notification, Solutions by STC will act promptly to restore the service

Fault reports shall be sent to Solutions by STC at the Solutions by STC Service Management Center (SMC), which is staffed 24 hours a day, 365 days a year and can be reached through:

Tele: +965 – 1813813/ 1804466

FAX: +965- 22436848

Email: Solutions SMC SMC@solutions.com.kw

When SMC controller receives a fault on FHS he will do the following:

- .Identify the type of the service affected and the priority of the fault
- Analyze the faults immediately and escalate them according to procedure .
- .Investigate and narrow down the fault by using proper Troubleshooting procedure provided to SMC controller
- If the problem cannot be resolved within 15 minutes, immediately to fill in the ticket update carefully with the investigation results, fault priority assigned .
- Send FHS ticket to the concern department depending on the type of the service affected and follow up to ensure the fault get fixed .within the KPI
- After duty hours, SMC controller calls out engineers from concerned department to attend the nonconformity/ faults as per the agreed .call out priority list
- When concerned department return the FHS ticket back to SMC following steps need to be taken .

1. Verify that the FHS update has been filled completely .
2. Contact the customer to ensure his satisfaction

,On reporting a fault MOINFO should be prepared to provide the following information :

- .Center contact telephone number and/or fax
- .Description of fault
- .Information on any tests carried out and results
- .Destination affected if applicabl
- .Type of service affected

At the time of the fault report, shall ask Solutions by STC for the trouble ticket number assigned for future reference. Upon investigating the ,fault reported Solutions by STC shall promptly attribute to it a Priority rating in accordance with the below table and a trouble ticket .number



Priority	Definition
Critical P1	Wide interruption or a major degradation of service .
Major P2	Service/Circuit unsteady with high error rate or Partial service failure or severe slowness .
Minor P3	Some errors on line but circuit steady or general information questions regarding the service or circuit working on backup .system

When Solutions by STC receives a trouble call, a trouble ticket is generated and fault isolation immediately commences according to the Priority rating attributed to it by Solutions by STC.

4.2 Update and Resolution Times

Resolution Time is defined as the time from when the problem is identified by, or reported to the Solutions by STC SMC; until the SMC notifies that the incident is resolved. It does not include time periods where Solutions by STC is unable to progress resolution as they are waiting for status or additional information from, or time waiting for to verify the incident resolution

The following table shows the corresponding update time for each priority level

Priority	Update Frequency
Critical (P1)	Every 1 hour
Major (P2)	Every 2 hours
Minor (P3)	Every 12 hours

The following table shows the resolution time

Priority	During normal working hours	Outside of normal working hours
Critical (P1)	hours 4	hours 8
Major (P2)	hours 6	hours 12
Minor (P3)	hours 24	hours 48
Working Hours: Sunday – Thursday 8:00AM to 4:00PM		

When Solutions by STC has resolved an incident, SMC shall inform however the ticket will not be closed until verified back to Solutions by STC that the fault has been resolved .

4.3 Network Monitoring & Fault Report

Solutions by STC is committed to provide MOINFO with 24/7 of service monitoring and management for Internet service provided in MOINFO .


5. Planned Outage

In case of planned outage due to preventive or protective maintenance , Solutions by STC will notify MOINFO on at least 5 days prior to the outage. The information includes the outage date, time and duration. In order to carry out the outage and keep MOINFO updated on the outage ,in advance Solutions by STC will broadcast an email message as our primary means of correspondence. In case an email message is not reachable Fax is our secondary means .

6. Escalation

All faults that remain unresolved for a period of time are progressed and escalated automatically within Solutions by STC .Alternatively, if at any time MOINFO feels that the fault is not being dealt with in a satisfactory manner it may request escalation. The details of the Solutions by STC contact persons for this purpose are shown below:

6.1 Solutions by STC Escalation Guide

Escalation Level	Contact Person	Contact Detail
Level 1	SMC Controller	 Tel: +965 – 155 & 1815413 Email: SMC@solutions.com.kw
Level 2	Khaled Qureshi Supervisor, Service Management Center	Tel: +965 – 1804466 Mobile: +965 – 50061007 Email: Khaled.Qureshi@solutions.com.kw

Level 3	Sunny Alvares Major Accounts Technical Officer	Mobile: +965 – 50031700 Email: sunny.alvares@solutions.com.kw
Level 4	Hani Khaleel Supervisor, Major Accounts Technical Officer	Mobile: +965 – 55336929 Email: hani.khaleel@solutions.com.kw
Level 5	Mohammed Mansour Director, Aftersales Operations Fixed Technology	Mobile: +965 – 50005104 Email: Mohammad.Mohammad@solutions.com.kw
Level 6	Mustafa Al-Najjar GM Fixed Technology	Mobile: +965 – 50001770 Email: Mustafa.AlNajjar@stc.com.kw
Working Hours: Sunday – Thursday 8:00AM to 4:00PM Note: SMC)to 13:00GMT 05:00) (Level1) is available 24x7		

6.2 MOInfo Escalation Guide

Level	Contact Person	Contact Detail
Level 1		
Level 2		
Level 3		

7. Responsibilities

Maintenance and operation of this SLA is the responsibility of the following persons:

MOInfo	
Solutions by STC	Mustafa Al-Najjar GM Fixed Technology

8. Amendment

This operational service level plan may be amended and updated from time to time following discussion and mutual approval between the parties.

9. Term

This Operational Service Level Agreement shall be valid for an initial term from which this service level agreement is signed by Solutions by STC and MOINFO .It may then be reviewed, amended and renewed by mutual agreement.

Signatories

For: Mustafa Al-Najjar
Solutions by STC

For : “ MINISTRY OF INFORMATION - “
