



**Request for Proposals for Internet Service Providers for AUW
Summary Sheet**

Name of the company	Asian University for Women
Procurement Reference Number	Assessment/25-26
Date of issue of the RFP	4 th August 2025
Date and Closing Time for RFP submission	24 th August 2025 (12:01 pm) (GMT +6)
Quotation submission mail address	tender120@auw.edu.bd
Address for Communication	Asian University for Women 20/A M. M. Ali Road Chattogram 4000, Bangladesh Tel: +880-31-285-4980 Fax: +880-31-285-4988

Bidders are invited to submit their proposal in accordance with the enclosed Request for Proposals (RFP) terms.

AUW reserves the right to reject any or all offers without assigning any reason.

Complete confidentiality should be maintained. Information provided here should be used for its intended scope and purpose. Retention of this RFP signifies your agreement to treat the information as confidential.

All communication with regard to this request for proposal needs to be directed to AUW directly while in copy of all these communications at the email addresses mentioned in the RFP mail.

For any further queries can contact in below mail: Primary point of contact for RFP process and technical queries Mohammed Ishrat Bin Mahbub; Head of Procurement; Email: mohammed.mahbub@auw.edu.bd; Contact Number: +8801926673027; Whatsapp: +8801671470348.

Quotation should be submitted only in the email: tender120@auw.edu.bd

No other AUW email should be in TO/CC/BCC. Any proposal violate this instruction may face the cancellation of their proposal.

Objective

The present Terms of Reference aim to provide a framework for full Internet Service Provision for the Asian University for Women. The service should be provided based on fixed monthly fee. Capacity requirement: 700Mbps FDX (Dedicated) Internet and 1000Mbps FDX (Dedicated) Internet. The service is expected to be highly stable and reliable. The successful provider must have 7x26x365 coverage for technical assistance and/or helpdesk facilities.

Offers should be submitted based on the following requirements:

1. Each provider must ensure the establishment of **primary, secondary, and tertiary internet links** to **AUW MM Ali Road Campus**, with 100% fall tolerance ensured among the links over full duplex optical fibers/ leased lines (NTTN).
2. Offered bandwidth type should be dedicated & full duplex.
3. At least 99% service availability should be ensured.
4. 24/7 dedicated private support line, backed by a well-equipped local technical support team stationed at service delivery locations.
5. Public IPs from suppliers with a minimum of /28 subnets.
6. Vendors must ensure online traffic and usage monitoring tools for the links. SMS notification from the monitoring system.
7. The provider is responsible for all necessary equipment and accessories to provide the required bandwidth and quality of the internet connectivity up to the CE router/ firewall of AUW (The ownership of all the equipment to provide the connectivity up to CE Router/ Firewall to each point will be of the service provider).
8. **Point-to-point optical fiber links via SFP (10G)** from MM Ali Campus to:
 - AUW Permanent Campus at Arefin Nagar, Bayzid.
 - Sunvalley Campus at Beverly Hills R/A.
9. **Point-to-point optical fiber links via SFP (1G)** from Sunvalley Campus to:
 - Continental 02, Beverly Hills R/A.
 - Thames Tower, Beverly Hills R/A.
 - Mofiz Building Beverly Hills R/A.
10. Dedicated internet bandwidth pricing should be provided with flexibility for price revision.
11. **Link redundancy** should be ensured via **Layer 3 device(s)** provided by the vendor and installed at AUW premises.

12. No externally powered devices like fiber media converters/ ONUs are allowed for establishing physical links (SFPs are recommended).
13. There should be no restrictions on traffic or ports. Bandwidth capacity must be ensured via direct IP connectivity, without the requirement for mandatory proxy servers or firewalls.
14. The provider must guarantee data confidentiality and is not permitted to inspect or scan network traffic. Any traffic analysis for troubleshooting purposes must be explicitly approved in advance by AUW.
15. The provider shall supply and install all necessary hardware and cabling required for both internet service and point-to-point links.

Performance Parameters:

Below is a list of the parameters that should be detailed in the technical submission:

- **Availability**
- **Utilization**
- **Maximum Response Time in terms of technical support.**
- **Maximum Time to Repair (MTTR).**
- **Round-trip latency to the Provider's core network.**
- **Round-trip latency to major global destinations.**

Financial Proposal:

- Financial Proposal should be separate for 700Mbps FDX (Dedicated) Internet and 1000Mbps FDX (Dedicated) Internet Service. AUW May not take both the services from the same service provider.
- All charges are should be including Vat and the % should be mentioned in the proposal.
- Possibility for Graceful Exit with a 30 days period of written notice.
- All installation works should be accomplished and connection launched within 7 days after the signing of the Contract.
- The proposal should be included VAT and Taxes mentioning the percentages (%) of the VAT and Tax.

1. Information need to be submitted:

- a) Trade license
- b) Company details
- c) Delivery date
- d) Client Information.
- e) TIN
- f) BIN
- g) Inform VAT/TAX including or excluding details.
- h) Copy of Internet service provider license.

Please note that this offer is subject to the following terms and conditions:

1. The quantities mentioned are tentative quantities required and may change at the time of the finalization of the contract.
2. AUW reserves the right to award the contract to one or more bidders. Accordingly, the final quantities required will be divided among successful bidders. The quantities so divided will be at the sole discretion of AUW.
3. AUW reserves the right to cancel the bidding before or after the receipt of bids or also after the opening of bids and call for fresh bids. AUW also has the right to reject any bid without assigning any reason.
4. Bids incomplete in any respect will not be considered.
5. Please mention your payment terms in the bid.
6. Any query for clarification on the bid can be had from the undersigned latest by 24th August, 2025 11:00 am. Please note that any inquiry received from any bidder will be sent to all bidders without disclosing the source of the inquiry.
7. Bidders can participate in any single item.

Note: The basic rates quoted should be effective until 30th November, 2025