

Request for Proposal for the  
Provision of Managed VPN Service at Estates and Mills  
RFP No: 105-2010-TDMP-MIS dated 21<sup>st</sup> October, 2010.

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1. PURPOSE OF RFP

The purpose of this Request for Proposal (“RFP”) is to short list a Service Provider for providing complete managed virtual private network (“VPN”) service connecting all oil palm estates and palm oil mills of TDM Plantation Sdn Bhd (“TDMP”) to the data centre located in Cyberjaya.

2. COSTS TO BE BORNE BY RESPONDENTS

All costs and expenses incurred by Respondents in any way associated with the development, preparation, and submission of responses, including but not limited to; the attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by TDMP, will be borne entirely and exclusively by the Respondent.

3. PROJECT OBJECTIVE

- (a). TDMP intends to engage reputed Bidders [Service Provider] for providing COMPLETE MANAGED CPE TO CPE, IP MPLS VPN Services at all estates and mills.
- (b). This service includes network designing, providing all related network hardware on lease for connectivity, last mile, bandwidth, installation, configuration, hardening, maintenance support, integration with LAN/WAN, proactive monitoring and reporting, change management, migration, training etc., with SLA binding the Bidder [Service Provider] to uptime and application/service quality commitments.
- (c). The period of service will be for 3 years with annual review and renewal.
- (d). The Bidder [Service Provider] to provide multiple CoS for real time traffic / non-real time traffic /business traffic.

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- (e). The Bidder [Service Provider] also to undertake maintenance of data communication lines and network equipment at all locations/offices of TDMP.
- (f). The Bidder [Service Provider] to extend IP MPLS VPN to new locations/offices as and when annexed by TDMP, at the contracted rate.
- (g). The Bidder [Service Provider] to upgrade bandwidth from the initial contracted value to higher/lower value based on operational requirements.
- (h). The purpose behind issuing this RFP is to invite technical and commercial bids for selection of service provider for providing IP MPLS VPN connectivity at all locations/offices.
- (i). The selection process consists of three phases viz., 1) Minimum Eligibility Criteria, 2) Technical Evaluation, and 3) Commercial Evaluation. Evaluation Criteria proposed to be adopted would be based on Quality cum Cost Based System (QCBS) where Technical Bid Score will get a weightage of 70 and Commercial Bid Score a weightage of 30.

#### 4. SCOPE OF WORK

This includes network designing, providing network hardware on lease, last mile, bandwidth, installation, configuration, hardening, maintenance support, integration with LAN/WAN, proactive monitoring and reporting, change management, training etc., with SLA binding the service provider to uptime and application/service quality commitments.

##### ***a) Data Centre, Cyberjaya***

- i. Initial bandwidth of 4Mbps

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- ii. Dual last mile on fiber
- iii. Primary and backup links should be physically independent links e.g., from different service providers or sharing no common point of failure.
- iv. Primary and backup links to be extended from two different PoP's to ensure PoP level redundancy.
- v. The PoP's from which last miles are extended should be managed PoP's.
- vi. Last mile to support bandwidth of at least 4Mbps.
- vii. To support Multiple CoS for real time and non real time traffic
- viii. To provide the routers and any hardware necessary for connectivity.
- ix. Integration of WAN with LAN at DC.
- x. 99.99% uptime with link level, hardware level and PoP level redundancy.

***b) TDMP Estates and Mills***

- i. Initial bandwidth of 2Mbps
- ii. Dual last mile.
- iii. Primary and backup links should be physically independent links e.g., from different service providers or sharing no common point of failure.
- iv. Primary and backup links to be extended from two different PoP's.
- v. Last mile on both the links to support bandwidth of at least 2Mbps.
- vi. Provide the required router and other necessary equipment for network connectivity.
- vii. The router should have all necessary hardware/software to enable it to provide the requisite information to network monitoring system for reporting.
- viii. Provide integration with existing LAN at the location.
- ix. Uptime should be 99.5%

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- x. In case of wireless
- Should be in restricted / licensed frequency.
  - Service provider is responsible for obtaining permission from relevant parties and authorities for installation of physical structure like MAST for positioning antenna.

## 5. MINIMUM ELIGIBILITY CRITERIA

Proposals not complying with the minimum eligibility criteria are liable to be rejected and will not be considered for evaluation of technical bid. The proposal should adhere to the following minimum eligibility criteria:

- a) The respondent should be a registered company. Copy of registration certificate to be enclosed.
- b) The respondent should be in business for at least five years as on the date of this RFP.
- c) The respondent should be a national long distance service provider or national wireless telecommunications operator or IP VPN service provider / basic service operator having own MPLS VPN network under license from the relevant government authorities. The respondent may also be an authorised reseller of any national telecommunications company. Copy of license or authorised reseller to be enclosed.
- d) The respondent should have a minimum average annual turnover of RM3 million over the last three years. If audited figures for FY2010 is not available, provisional figures may be provided.
- e) The respondent should be a profit making company for at least one year out of last two years as evidenced from audited financial statements. Copy of audited financial statements for last three years to be enclosed.

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- f) The respondent should be owning high redundancy MPLS based network backbone or MPLS backbone created using multiple service providers' fiber backbone in redundant architecture covering at least the states of Terengganu, Pahang, Selangor, W.P. Kuala Lumpur and the larger Klang Valley. The network should offer redundancy at all levels.
- g) The respondent should be able to provide MPLS VPN connectivity at all locations of TDMP.
- h) The respondent should own last mile in all TDMP locations.
- i) The respondent should be capable of providing wired and wireless last mile.
- j) The respondent PoPs should have redundancy at all levels.
- k) The respondent should be capable of providing Manufacturer Authorization From the OEM of Router.
- l) The respondent should have own NOC, mention details (location and address) of primary and backup NOC.
- m) The NOC should be operational for at least three years as on the date of this tender.
- n) The respondent must have experience in providing network connectivity to large institutions spread across Malaysia. Details of the same to be provided.
- o) The respondent should have provided complete managed IP MPLS VPN services to at least three customers, with two customers having more than five sites and at least one customer with more than ten sites. Details of customers and projects to be provided.
- p) Bidder must preferably behaving its own service support centre setup in Terengganu with skilled resources from where this project can be managed and monitored.

## 6. PRICE

- a) The Price quoted by the Bidder [Service Provider] should be **FLAT RATE** [ie., should include all costs], per category and contracted bandwidth.
- b) The price should be uniform for all the years.
- c) The price should be inclusive of all taxes, duties, levies charges, transportation, insurance, etc. However, applicable Service Tax will be paid on actuals.
- d) The price quoted by the Bidder shall be fixed during the Bidder's performance of the contract i.e., for a period of three years and extended if required by TDMP and shall not be subjected to variation on any account, including changes in taxes, duties, levies etc.
- e) Bid submitted with adjustable price quotation will be treated as non-responsive and will be rejected.
- f) Based on the contracted rates, TDMP will place order annually after performance review of the previous year. TDMP may decide to terminate the contract at any time.

## 7. COST OF RFP

The price of the bid is fixed at RM500.00. Bidder has to necessarily deposit RM500.00 in the envelope of 'Technical Proposal' in the form of Demand Draft / Bankers Cheque in favour of "TDM Plantation Sdn Bhd". Any bid without this shall be considered unresponsive and rejected.

## 8. FORMAT AND SIGNING OF BIDS

Each bid shall be in two parts:

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- a) Part 1 : consists of MINIMUM ELIGIBILITY CRITERIA, TECHNICAL BID and MASKED COMMERCIAL BID [price bids without any price]. The above contents will be referred to as **“TECHNICAL PROPOSAL”**
- b) Part II : covering only the COMMERCIAL BID herein referred to as **“COMMERCIAL PROPOSAL”**

The Original Bid shall be typed or written in indelible ink and shall be signed by the Bidder or a person or persons duly authorised to bind the Bidder to the Contract. The person or persons signing the Bids shall initial all pages of the Bids, except for unamended printed literature.

#### 9. SEALING AND MARKING OF BIDS

- a) The Bidder [Service Provider] shall seal the envelopes containing Technical and Commercial proposals separately.
- b) The envelopes should be NON-WINDOW, each super scribed with “PROVISION OF MANAGED VPN SERVICE – TECHNICAL PROPOSAL / COMMERCIAL PROPOSAL” as the case may be.
- c) The envelop shall be addressed to TDMP at the address given below:

Procurement Officer  
Level 2 TDM Berhad,  
Jalan Masjid Abidin  
20100 Kuala Terengganu,  
Terengganu, Malaysia.
- d) All envelopes should indicate on the cover the name and address of bidder along with contact number.

#### 10. VALIDITY OF BIDS

The prices and other terms offered by Bidder [Service Provider] must be firm for an acceptance period of six (6) months from date of closure of this RFP.

## 11. DEADLINE FOR SUBMISSION OF BIDS

- a) The bids must be received by the TDMP at the addressed specified, no later than **16<sup>th</sup> November, 2010**.
- b) Any bid received after the deadline for submission of bids prescribed by the TDMP will be rejected and returned unopened to the bidder.
- c) Bidders must plan for presentation and site visit well in advance as TDMP will undertake the same immediately after submission of bids.

## 12. DELIVERY SCHEDULE

- a) Bidder [Service Provider] will implement IP MPLS VPN at all locations/offices **within SIX WEEKS from the date of the purchase order**.
- b) Exercise of signing of contract will be parallel activity. While both the parties will endeavour in quick signing of contract, Service provider must stick to the schedule mentioned above irrespective of signing of contract.
- c) Bidder is required to conduct a Proof of Concept or a trial run for a period of at least 20 working days before commencing implementation. All costs of undertaking Proof of Concept or trial run has to be borne by the Bidder.

## 13. PERFORMANCE GUARANTEE

The selected Bidder will be required to provide a 10% margin of the annual contract value as Performance Guarantee, in the form of bank guarantee. The performance guarantee should be valid till at least three months period beyond the expiry of the annual contract period and for another 3 months for

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TDMP to claim the amount from guarantor bank. The Guarantee is to be provided annually.

#### 14. QUERIES AND CLARIFICATIONS

For queries and clarifications regarding the RFP, please feel free to contact us at the address indicated below:

Group Manager, MIS  
Level 4, TDM Berhad  
Jalan Masjid Abidin  
20100 Kuala Terengganu,  
Terengganu, Malaysia.  
Email: [abel.hldg@tdmberhad.com.my](mailto:abel.hldg@tdmberhad.com.my)  
Tel: 609.620 4800

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