

## Background

National Life Insurance Company Limited (National Life) having branches across Nepal solicits proposals from the registered bidder as a "Network Service Provider (NSP) & Internet Service Provider (ISP)" with Nepal Telecommunication Authority, preferably latest ISO certification and having at least 10 years of experience in Data Connectivity, Internet Services and related services for its regular and emergency data connectivity & internet service operations in branches across Nepal. This TOR exercise will result in entering into agreement between the National Life and the selected ISPs for the period from Shrawan 2077 to Ashad 2078.

### 1. **Services Required**

- A. Data connectivity, Internet Services or both services for selected branches/locations as per Annex-I.
- B. Bandwidth should be fully dedicated & not shared and this must be proved by the technical & documentary evidence.
- C. The preferred connectivity medium for primary link is optical fiber cable. Backup links can be either fiber or wireless.

### 2. **Mandatory Conditions for Service Availability and It's Quality**

- A. The service should be available 24x7x365 with 99.8% guaranteed uptime.
- B. Bidder must submit the network map showing the working coverage area and the coverage area must be at least 90% based on the geographical location given on Annex I
- C. The ISP must be connected to NPIX (Nepal Internet Exchange) and route local traffic to different local ISPs through NPIX. NPIX Traffic should not be restricted.
- D. For Intranet Sites, the ISP should provide a free redundant link to the Primary link as applicable to each termination; and the pair should be configured for automatic switch-over.
- E. Intranet site must be connected to Head Office through IPSEC Site to Site VPN device. ISP must provide all hardware, software, licenses and necessary configuration at Head Office and Intranet Branches to create Site to Site VPN connection from each intranet site to Head Office. Devices/licenses must be of the latest version. ISP must update and patch devices provided to latest version throughout service period.
- F. The ISP should guarantee that the network path of the redundant link is different from the primary POP. The bidder must install L2 failover device at the corporate office till contract period.
- G. Internet Site must be provided with dedicated Public IP. ISP must not filter any traffic to/from Internet Site unless restricted by law.
- H. The ISP should have redundant international Internet gateway at different locations from different upstream service providers. The ISP should provide details on their bandwidth redundancy and network diagrams showing connectivity to international gateways.
- I. Round Trip Latency should be kept minimum.
- J. The ISP should guarantee uninterrupted services during power outage duration.

- K. The ISP will be penalized NRs.1,500.00 per day per site/branch/location for any disruption in connectivity beyond 24 Hours which will be deducted from their monthly payments. If service is disrupted continually for more than 3 days, NATIONAL LIFE reserves right to terminate the service at the affected site.
- L. NATIONAL LIFE reserves the right to add or terminate any intranet/internet site without any additional cost other than tariff charge for service period.

### 3. **Service Support**

- A. Required manpower: The ISP should provide details with the breakdown by location of the support team and the management team including their CVs and contact details.
- B. The ISP should make available provision of online bandwidth usage monitoring system for clients.
- C. Service response time: The ISP should guarantee an immediate response after verbal or written notification of a problem or a change request by an authorized contact person representing the National Life: a technician should visit the site within 1.5 hours if required.
- D. The ISP should propose a Service Level Agreement with details on their support structure, response time, Problem resolutions & escalation methods etc.

### 4. **Ownership and Maintenance**

- A. All hardware equipment and cabling required must be provided by the ISP. The equipment will remain the ISP's property.
- B. Regular maintenance and replacement of the equipment will be done by the ISP throughout the contract period.
- C. Core gateway/network devices used by the service provider should be of ISO certified.
- D. The ISP should guarantee a stock of backup hardware.

### 5. **Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP)**

The ISP should provide details on their company's Disaster Recovery Plan and Business Continuity plan in cases of natural or man-made disasters.

### 6. **Data Security**

The ISP should have in place firewalls and other protection mechanisms to protect the data and the client's networks from virus, spam attacks and hacking.

### 7. **Duration**

Presently the agreement will be for one year. However, if the company finds the service satisfactory within the year, the company can renew this contract at its discretion for maximum period of next two years based on previously agreed price otherwise terminate the contract as per the termination clause agreed in the agreement.

## 8. **Bandwidth Upgrade**

Based on the technology development and the prevailing trends in the cost of internet bandwidth, ISPs are required to provide free bandwidth upgrade by at least 25% annually at the same cost for the subscribed bandwidth in all locations.

9. Financial proposal & technical proposal for the services shall be separately submitted.
10. Financial proposal shall be submitted for data and internet connectivity separately as per Annex I.
11. Technical proposal shall state among other things following matters.
  1. Company profile with references of similar past services/experiences
  2. Availability of total bandwidth with the ISP
  3. Proof that ISP is the member of NPIX (Nepal Internet Exchange)
  4. Network diagram showing connectivity from client premises to international gateway
  5. Diagram showing POP presences and connectivity in Kathmandu Valley and other regions of Nepal
  6. Proof for guaranteed CIR up to international gateway
  7. Proof of provisioning of auto switch-over between ISP's own Primary and redundant link and vice-versa
  8. Round trip latency chart
  9. List of core gateway/network devices list(brand/model)
  10. Service Level Agreement
  11. Copy of Disaster Recovery Plan
  12. Electronic copy of the technical proposal in FLASHDRIVE/CD/DVD
12. ISPs should submit copies of the following valid legal documents.
  1. Evidence of legal documents-
  2. Company Registration
  3. VAT registration
  4. Evidence of Latest Tax Clearance
  5. Audited financial Reports of last three years
  6. Valid NSP/ISP license from the Government of Nepal

This document is intended to provide an easy reference of the mandatory documents to be submitted with the technical proposal by the bidders. Please make sure that all of the mentioned documents are included in the technical proposal in the order listed above prior to its submission. Failure to submit any of the documents may disqualify the bidder.

13. All the rights as to whether to accept or reject the bid without assigning any reason therefore are reserved to National Life Insurance Company Limited.

# Annex - 1

## List of Intranet Sites

S.No.	Branches	Speed
1.	Banepa	2 Mbps/2 Mbps
2.	Bhaktapur	2 Mbps/2 Mbps
3.	Butwal	2 Mbps/2 Mbps
4.	CDSC VPN	2 Mbps/2 Mbps
5.	Chabahil	2 Mbps/2 Mbps
6.	Dhangadhi	2 Mbps/2 Mbps
7.	Gongabu	2 Mbps/2 Mbps
8.	Hetauda	2 Mbps/2 Mbps
9.	Itahari	2 Mbps/2 Mbps
10.	Kathmandu	2 Mbps/2 Mbps
11.	Kalanki	2 Mbps/2 Mbps
12.	Kirtipur	2 Mbps/2 Mbps
13.	Lalitpur	2 Mbps/2 Mbps
14.	Narayanchaur	2 Mbps/2 Mbps
15.	Narayanthan	2 Mbps/2 Mbps
16.	Nepalgunj	2 Mbps/2 Mbps
17.	New Road	2 Mbps/2 Mbps
18.	Pokhara	2 Mbps/2 Mbps
19.	Rajbiraj	2 Mbps/2 Mbps
20.	Tinkune	2 Mbps/2 Mbps

## List of Internet Sites

S.No.	Site	Bandwidth
1.	Head Office Lazimpat	10 Mbps/10 Mbps
2.	Achham	1 Mbps/1 Mbps
3.	Arghakhanchi	1 Mbps/1 Mbps
4.	Baglung	1 Mbps/1 Mbps
5.	Bardibas	1 Mbps/1 Mbps
6.	Bhairahawa	1 Mbps/1 Mbps

7.	Bhojpur	1 Mbps/1 Mbps
8.	Biratnagar	1 Mbps/1 Mbps
9.	Birgunj	1 Mbps/1 Mbps
10.	Birtamode	1 Mbps/1 Mbps
11.	Chandranigahapur	1 Mbps/1 Mbps
12.	Chandrauta	1 Mbps/1 Mbps
13.	Dadeldhura	1 Mbps/1 Mbps
14.	Damak	1 Mbps/1 Mbps
15.	Damauli	1 Mbps/1 Mbps
16.	Dang	1 Mbps/1 Mbps
17.	Dhadingbesi	1 Mbps/1 Mbps
18.	Dhankuta	1 Mbps/1 Mbps
19.	Dharan	1 Mbps/1 Mbps
20.	Dikktel	1 Mbps/1 Mbps
21.	Doti	1 Mbps/1 Mbps
22.	Fikkal	1 Mbps/1 Mbps
23.	Gaighat	1 Mbps/1 Mbps
24.	Gaur	1 Mbps/1 Mbps
25.	Gorkha	1 Mbps/1 Mbps
26.	Gulariya	1 Mbps/1 Mbps
27.	Illam	1 Mbps/1 Mbps
28.	Inarwa	1 Mbps/1 Mbps
29.	Janakpur	1 Mbps/1 Mbps
30.	Katari	1 Mbps/1 Mbps
31.	Khadbari Sankhuwasabha	1 Mbps/1 Mbps
32.	Kohalpur	1 Mbps/1 Mbps
33.	Kushma	1 Mbps/1 Mbps
34.	Lahan	1 Mbps/1 Mbps
35.	Lamjung Besisahar	1 Mbps/1 Mbps
36.	Lekhnath	1 Mbps/1 Mbps
37.	Mahendranagar	1 Mbps/1 Mbps
38.	Malangwa	1 Mbps/1 Mbps
39.	Myagdi Beni	1 Mbps/1 Mbps
40.	Narayangadh	1 Mbps/1 Mbps
41.	Nawalparasi	1 Mbps/1 Mbps
42.	Nuwakot	1 Mbps/1 Mbps
43.	Okhaldhunga	1 Mbps/1 Mbps
44.	Palpa	1 Mbps/1 Mbps
45.	Panchthar	1 Mbps/1 Mbps

46.	Parsa	1 Mbps/1 Mbps
47.	Pathari	1 Mbps/1 Mbps
48.	Rampur	1 Mbps/1 Mbps
49.	Rukum	1 Mbps/1 Mbps
50.	Salyan	1 Mbps/1 Mbps
51.	Sindhulibazaar	1 Mbps/1 Mbps
52.	Surkhet	1 Mbps/1 Mbps
53.	Terhathum	1 Mbps/1 Mbps
54.	Tikapur	1 Mbps/1 Mbps
55.	Tulsipur	1 Mbps/1 Mbps
56.	Urlabari	1 Mbps/1 Mbps
57.	Waling	1 Mbps/1 Mbps