



ITAUKEI LANDS TRUST BOARD
(iTaukei Lands, Our Heritage, Our Future)

TENDER SPECIFICATIONS

INTERNET LINKS FOR TLTB OFFICES

1.0 General Terms & Conditions

The following general terms and conditions will apply:

1.1 Submission of Tenders

- a. Tenders must be received no later than **4:00pm Friday 5th April 2024**.
- b. Bidders must submit two signed copies of the proposal with one copy marked as "Original." The original version will prevail if there are any inconsistencies between the original and the copy.
- c. All Tenders are to be submitted online via email tendersecretariat@tltb.com.fj with Subject "**TENDER – REDUNDANT INTERNET LINKS FOR TLTB OFFICES.**"
- d. All Tenders to be submitted prior to the tender closing time.
- e. The Tender response must be in the English language.
- f. Should the Tenderer become aware of any discrepancy, error or omission in the Tender document submitted, and the Tenderer wishes to lodge a correction or provide additional information that material must be in writing and lodged prior to the Tender closing time.

1.2 Format of Tender Response

Each Tenderer must provide a formal letter of transmittal that must:

- a. Be signed by an authorized representative of the organization and must state that the signing official is authorized to legally bind the organization.
- b. Include the names, titles, office addresses and office telephone numbers of the persons authorized by the organization to conduct negotiations on the Proposal, including their expected roles in negotiations and in performance of any resulting Agreement; and
- c. Provide a contact name, address, facsimile number, and email address which TLTB will use in serving notices to the Tenderer.
- d. Submit a clause-by-clause response indicating compliance with the requirements as documented in section 5.

1.3 Late Tenders

Any Tender lodged after the closing time will be deemed to be late and will not be considered.

1.4 Amendment of RFT

TLTB may, at their sole and absolute discretion, vary, add to, or amend the terms of this RFT, including: the nature and/or scope of the services required under this RFT; and any other subject matter to which this RFT relates.

1.5 Termination of RFT

TLTB may, in their sole and absolute discretion, suspend, terminate, or abandon this RFT at any time prior to the execution of a formal written agreement acceptable to TLTB, by an authorized officer of TLTB and by the Successful Tenderer/s, by giving written notice of such a decision to each of the registered Tenderers.

1.6 Tenderers to Inform Themselves

a. Each Tenderer should:

- i. Examine this RFT, and documents referred to in the RFT and any other information made available by TLTB to Tenderers.
- ii. Obtain any further information about the facts, risks, and other circumstances relevant to its Tender by making all lawful inquiries; and
- iii. Satisfy itself that its Tender, and all information on which its Tender is based, is true, accurate, and complete.

b. By submitting their Tenders, Tenderers will be deemed to have:

- i. examined the RFT and any other information made available in writing by TLTB to Tenderers for the purpose of tendering.
- ii. examined all information relevant to the risks, contingencies, and other circumstances influencing their Tender and which is obtainable by the making of reasonable inquiries; and
- iii. satisfied themselves as to the correctness and sufficiency of their Tenders and that their prices cover the cost of complying with the RFT requirements and of all matters and things necessary for the due and proper performance and completion of the work described in the RFT.

1.7 Tenderer's Risk

The Tenderer's participation in any stage of the Tender process is at the tenderer's sole risk, cost and expense, in particular, all costs incurred by or on behalf of the Tenderers in relation to this RFT, including preparing and lodging the Tender and providing TLTB with any further information are wholly the responsibility of the Tenderer.

TLTB accepts no responsibility, liability, or obligation whatsoever for costs incurred by or on behalf of any Tenderer in connection with any Tender or any participation in the Tender process.

1.8 Clarification and Variation of Tenders

TLTB may, at their absolute discretion, seek clarification or request further information from Tenderers after the closing date for the submission of Tenders.

Each Tenderer must nominate a person to provide additional information or answer specific questions that may arise during the selection process as required by TLTB.

Tenderers whose Tenders have been shortlisted may be required, to engage in formal discussions with TLTB or make presentations to TLTB on their Tenders. In such an event TLTB will make the necessary arrangements with Tenderers.

1.9 Selection of Preferred Tender

Neither the lowest priced Tenders, nor any Tenders, will necessarily be selected by TLTB as the Preferred Tender/s. TLTB IT Steering Committee may decide not to accept any Tender or reject all Tenders at any time. TLTB reserves the right to cancel this RFT and pursue an alternative course of action at any time.

A Tenderer will not be deemed to have been selected as one of the Preferred Tenderer/s unless and until notice in writing for and on behalf of TLTB of such selection is:

- Handed to the Tenderer; or
- Is sent by prepaid post to or is left at the address stated in the Tender for service of notices; or
- Sent by facsimile to the number provided by the Tenderer, followed by an original by post.

Selection of Preferred Tenderer/s shall not be treated as acceptance of the Tender and no binding relationship will exist between the Preferred Tenderer/s and TLTB until a written agreement acceptable by TLTB is executed by an authorized officer of TLTB and the Successful Tenderer/s.

1.10 Conduct of Tenderers

The conduct of Tenderers or any of their consortium members, may affect the outcome of their Tender responses, including non-consideration of the Tender.

Tenderers warrant to TLTB that they (and their consortium members) have not and will not engage in any of the following activities in relation to this RFT Process:

- Lobbying of or discussions with any politician or political groups during this RFT process.
- Attempts to contact or discuss the RFT process with officers, any member, staff, or contractor currently working in TLTB or any agent of this Department; Exception to members stated in Proposal for tender.
- Provision of gifts or future promise of gifts of any sort to the previously mentioned personnel.
- Accepting or providing secret commissions.

- Submitting an inflated Tender to the advantage of another Tenderer; Entering any improper commercial arrangement with any other party.
- Seeking to influence any decisions of TLTB by an improper means; or otherwise acting in bad faith, fraudulently or improperly.

1.11 Unlawful Inducements and Collusive Tendering

Tenderer and its officers, employees, agents, and advisers must not:

- Offer unlawful inducements in connection with the Tender process; or
- Engage in any collusive tendering, anti-competitive conduct or any other similar conduct with any other Tenderer or any other person in relation to the preparation or lodgment of Tenders.

1.12 Contact with Tenderers

During the Tender process, neither TLTB nor their representatives are required to answer questions or otherwise discuss the contents of this RFT with potential Tenderers or their representatives, except in accordance with this RFT. Tenderers must not attempt to make any contact of that nature. Any unauthorized contact may disqualify the Tenderer from further consideration.

1.13 Costs

All costs and payment schedules to TLTB should be clearly tabled in the response and one-time and recurring costs should be clearly separated and recurring costs clearly identified and noted including applicable Subscriptions and Service Level Agreement costs. Where cost estimates are provided, the basis of these estimates should be shown. Where given cost components are subject to periodical change, the basis for review, and increase /decrease should be shown.

1.14 Non-Delivery of Service(s)

TLTB reserves the right to hold full or partial payment until such time that the product has been delivered to the quality and expectation of TLTB.

TLTB have the right to withhold (as penalties) a percentage of the payment for vendor non-performance. Non-performance may be classed as:

- Failure to deliver on time.
- Failure to respond to queries within a reasonable amount of time.
- Introduction of unauthorized "new" clauses

1.15 Validity of Submissions

All proposals and price shall remain valid for a period of 90 days from the closing date of the submission of the proposal. However, the responding organization is encouraged to state a longer period of validity for the proposal.

1.16 Currency

All currency in the proposal shall be quoted in Fiji Dollars and prices shall be VAT Inclusive and include all duties and taxes. Pricing must incorporate all Professional Services costs associated with TLTB receiving a fully configured and operational solution and must include Delivery, Installation, Configuration, Commissioning, Testing, Project Management, Documentation and Training costs.

1.17 Mergers Acquisition or Sale of Tenderer

Where such information is publicly accessible, the Tenderer must indicate whether any mergers, acquisitions or sales are planned presently or during the year following the submission of the Tender.

2.0 Project Objective

The purpose of this Tender is to seek proposals from reputable and authorized ICT Solutions Providers for the supply, installation, implementation, support, and maintenance of internet connection links to four TLTB offices for a period of five years. These links will support TLTBs existing online services, data, voice, and video traffic as well as anticipated future. TLTB has locally hosted applications and online applications that require very stable and fast connection.

The Request for Proposal document contains statements derived from information that is believed to be relevant at the date but does not purport to provide all the information that may be necessary or desirable to enable an intending contracting party to determine whether to enter a contract or arrangement with TLTB. Neither TLTB nor any of its employees, agents, contractors, or advisers gives any representation or warranty, express or implied, as to the accuracy or completeness of any information or statement given or made in this document.

The proposals must include supply, delivery, services, on-site installation, configuration, and integration of the Solution with the current networking infrastructure in place at TLTB Head Office as well as clearly outline the costs and service levels. The proposals must be structured around delivering a fixed price turnkey solution.

The proposals must include product support for 5 years inclusive of extended warranty and software upgrades and vendors must also include a 5-year Service Level Agreement inclusive of locally delivered support which is able to be accessed on a 24 x 7 basis.

The selection of the successful company will include but is not limited to compliance with the following five criteria:

1. Ability to meet the documented requirements
2. Total cost of ownership
3. Value
4. Service & Support
5. References & experience

3.0 Project Timelines

TLTB intends to follow the project schedule below. However, TLTB also reserves the right to vary the schedule.

Activity	Date
Award Tender	April 2024
Equipment Configuration and Installation	June 2024
Installation Completed and Links Active	July 2024
Project Document	July 2024

4.0 Response to Requirements

Bidders must confirm that their solution as included in the overall total project price complies with the following requirements. Confirmation will be on a clause-by-clause basis to all

requirements in this document and responses are to be as follows:

C **Comply** (Requirement fully met)

PC **Partially Comply** (Requirement partially met – Must provide full detail compliance level)

NC **Non-Comply** (Requirement not met)

5.0 Technical Requirements

5.1 Address of TLTB Offices where connection is required.

NO	Office	Address
1	Suva - Head Office	431 Victoria Parade, GPO Box 116, Suva
2	Nadi	Level 1, Airport Central Complex, Namaka
3	Lautoka	Level 1, Khans Complex 10 Mana Street
4	Labasa	Level 1, TISI Sangam Building Nasekula Road

5.2 Bandwidth Requirements for Sites

5.2.1 The table below details the bandwidth requirements for our sites.

No	OFFICE	Bandwidth Required (Mbps)	Type
1	Suva	50	Fiber or Microwave
2	Nadi	15	Microwave
3	Lautoka	15	Microwave
4	Labasa	15	Microwave

5.2.2 TLTB wishes to use a total of 95Mbps for all its four sites.

5.2.3 Vendor shall provide twenty usable Public IP addresses for Suva Head office link.

5.2.4 In the event of operational requirement, there shall be a provision to increase, decrease or reallocate the bandwidth for a site at any time during the contractual period at the contracted rate.

5.2.5 The solution shall be scalable to add new sites as and when required by TLTB, at the contracted rate.

5.3 General Service Requirements

5.3.1 All links to all offices to have an uptime of over 99% during peak hours.

5.3.2 Bandwidth of all links to be full duplex and be equal to the bandwidth contracted for the location.

5.3.3 All sites shall have a static public IP which shall remain the same for the duration of the contract period.

- 5.3.4 The vendor shall provide an online portal for viewing bandwidth utilization, monthly reports, uptime/downtime, and all other SLA parameters.
- 5.3.5 TLTB expects network latency and jitter to be less than 10ms during office operational hours between 8:15am and 4:30pm.
- 5.3.6 TLTB expects network latency and jitter to be less than 25ms during non-operational hours before 8:15am and after 4:30pm.
- 5.3.7 Provide proactive notice of scheduled downtime or service interruption of at least 5 working days in writing via email communication.

5.4 Assessment, Planning and Solution Implementation

- 5.4.1 Vendor shall do an assessment of the current network infrastructure for all offices and submit an assessment report to the TLTB clearly recommending the additional requirements such as cable pathways, trenching, power connectivity, etc.
- 5.4.2 The Team deployed by the Vendor to implement the solution should be competent and proficient to implement the solution as per scope of work.
- 5.4.3 The vendor shall develop an implementation strategy which shall be communicated to TLTB as a project plan.
- 5.4.4 Any additional software tools or hardware required for the purposes of this project shall be factored in the bid or be the responsibility of the Vendor as TLTB will not make any additional payments towards the same.
- 5.4.5 The vendor shall ensure that during installation activity, there is no connectivity disruption faced by TLTB as well as external users.

5.5 Documentation, Training and Support

- 5.5.1 As part of deliverables, successful bidder shall prepare/submit following documents and certifications:
 - 5.5.1.1 Project Documentation – IP Address, Subnet masks, DNS, Circuit IDs, etc.
 - 5.5.1.2 User Training for basic equipment administration.
 - 5.5.1.3 Login credentials to the Monitoring portal.
- 5.5.2 The Vendor shall provide a five-year Service Level Agreement (SLA) to be submitted as part of the response which includes all services as specified below to be included under the monthly Service Level Agreement Fee.
- 5.5.3 The Vendor shall provide a local help desk service accessible by telephone

on a 24 x 7 basis including holidays with individually ticketed responses.

5.5.4 TLTB requires the local technical support vendor to provide guaranteed response times within the Service level Agreement both during working hours and outside of working hours. These guaranteed response times are to be documented in the Service level Agreement submitted as part of the response. The guaranteed response times are expected to meet or exceed the following TLTB requirements.

During working hours (Mon to Fri 8am to 5pm excl Public Holidays):

Severity 1 faults <1 business hour

Severity 2 faults <2 business hours

Severity 3 faults <4 business hours

Severity 4 faults <8 business hours

Outside of working hours and Public Holidays:

Severity 1 faults <12 hours

Severity 2 faults <24 hours

Severity 3 faults <36 hours

Severity 4 faults <48 hours

5.5.5 The Vendor shall ensure that Service level Agreement Fees and all applicable hourly rates are attached with submission.

6.0 Other Requirements

No	Requirements	Compliance
1	Provide details of the corporate and ownership structure, including identification of any holding company or companies and parent companies.	
2	Provide a profile of the company and any parent entity. If the company is a subsidiary, the Tenderer must provide full details of the legal and financial relationship between the subsidiary and parent. The names of all directors and officers of the company.	
3	Provide a full description of the current operations of the company. A financial statement for the last 3 years may be requested.	
4	Provide a copy of the company's Certificate of Incorporation.	
5	Provide confirmation that the company has the capacity to bid for the Services and that there is no restriction under any relevant law to prevent it from bidding.	
6	Provide details of any legal proceedings that are in progress against the company.	
7	Confirm the number of years the company has been in business.	
8	Confirm company is a current accredited partner of the equipment proposed. (Submit relevant documents to prove accreditation by equipment manufacturer).	

9	The company must demonstrate that it has the experience and skills to successfully deliver the solution to the TLTB. Provide details.	
10	The Company to submit a list of at least three customer references for which solution of a similar scale and functionality have previously been provided?	
11	Bidders are to include a complete set of infrastructure documentation at the completion of the project including solution architecture.	
12	Bidders are to submit pricing inclusive of all requirements specified in the requirements documented on the previous pages.	

7.0 Financial Proposal

Bidders should provide their cost breakdown in the following format and add details and rows as necessary:

No	Description	Unit Price	Qty	Total (FJD)
1	Bandwidth			
2	Equipment			
3	Professional Services			
4	Service Level Agreement (5 Year)			
	Overall Project Total			