

**Terms of Reference**

**Wide Area Network and Internet Connectivity**

**PURPOSE:**

This is a Request for Proposal (RFP) to solicit sealed proposals to select, procure, install and manage WAN and Internet Data Communication System and services. If a suitable offer is made in response to the RFP, the Commission may enter into a contract to have the selected bidder perform the entire project on turnkey basis. This RFP provides details on what is required to submit a Proposal for the work, how the Commission will evaluate the Proposal and what will be required by the Contractor in performing the work.

**BACKGROUND:**

The Securities and Exchange Commission of Pakistan (SECP) is a government agency whose purpose is to develop a modern and efficient corporate sector and a capital market based on sound regulatory principles, in order to foster economic growth and prosperity in Pakistan. SECP consists of a Main Head Office, located in NICL Building Blue Area, Islamabad with its eight branch offices across the country which include Peshawar, Islamabad, Lahore, Faisalabad, Multan, Sukkur, Karachi, Gilgit Baltistan and Quetta.

Information Systems and Technology Department (IS&TD) at SECP provides information technology leadership, to build the Commission's information technology infrastructure and effectively participate in making it a modern and efficient regulator. The Department strives to expand technology support to create the information technology environment that the Commission needs in order to achieve its mission and vision. To be successful in this role, IS&TD has been developing broad based partnerships throughout the organization and beyond, even reaching out to the outside stakeholders. In short, IS&TD's mission is to be the technology partner for all the members of the SECP community.

**PROJECT OBJECTIVES:**

The main objective of this RFP is to acquire a complete solution for SECP's WAN and Internet connectivity. Following requirements depict the expectations from WAN and Internet data connectivity providers:

- Redundant last mile connectivity for SECP Head office, CRO Karachi, Lahore, Islamabad, SECP DR Site (LHR), 1Link, NADRA and PSX
- Aggregated Data Connectivity at Head office
- Internet connectivity at Head office only and in case of disaster & DR drill (twice a year) will be shifted to DR site
- Video Conferencing with major branch offices (KHI, LHR & ISB) and Head office

- Auto failover/fail back configuration in case of redundant connectivity

The following table summarizes the overall bandwidth requirement for each site:

**Section-A (Internet Bandwidth):**

S. No.	Location	Bandwidth
1.	Head Office (Internet)(Active-Link)	300 Mbps
2.	SECP DR CRO-Lahore (Passive-Link)	300 Mbps

**Section-B WAN Links (Data Bandwidth Only):**

S. No.	Location	Bandwidth
1.	Head Office-to-DRC Lahore (Data Replication link)	500 Mbps
2.	Head Office-to-CRO Lahore	30 Mbps
3.	Head Office-to-CRO Karachi	60 Mbps
4.	Head Office-to-CRO Peshawar	15 Mbps
5.	Head Office-to-CRO Multan	10 Mbps
6.	Head Office-to-CRO Quetta	10 Mbps
7.	Head Office-to-CRO Faisalabad	10 Mbps
8.	Head Office-to-CRO Islamabad	30 Mbps
9.	Head Office-to-CRO Sukkur	04 Mbps
10.	Head Office-to-Pakistan Stock Exchange (PSX)	05 Mbps
11.	Head Office-to-Pakistan Stock Exchange (PSX) DR Site	02 Mbps
12.	SECP DR Site-to-Pakistan Stock Exchange (PSX) DR Site	02 Mbps
13.	Head Office-to-NADRA Head office	02 Mbps
14.	Head Office-to-1Link Primary Site	02 Mbps
15.	SECP DR Site-to-1Link DR Site	02 Mbps

Following is the detail of Locations and Contact Persons:

S. No.	Location	Address	Point of Contact (POC)
1.	Head Office Islamabad	63 - NICL Building, Jinnah Avenue, Blue Area, Islamabad	Muhammad Younas 03345133677
2.	CRO Karachi	4th & 5th Floors, SLIC Building No. 2, Wallace Road, Karachi.	Haroon Nawaz 03002534241
3.	CRO Lahore	3rd Floor, Associated House, 7-Egerton Road, Lahore	Muhammad Shahzad Sarwar 03454455444
4.	DRC Lahore	4th Floor, Associated House, 7-Egerton Road, Lahore	Muhammad Shahzad Sarwar 03454455444
5.	CRO Islamabad	1st Floor, SLIC Building, 7-Blue Area, Jinnah Avenue, Islamabad	Muhammad Younas 03345133677
6.	CRO Peshawar	First Floor, State Life Building , The Mall, Peshawar	Muhammad Sohail Farooq 03005931098
7.	CRO Faisalabad	FCCI Building 2nd Floor Canal Road	Ghulam Mustafa 03335591768
8.	CRO Multan	63-A, Nawa-e-waqat Building, 2nd Floor, Abdali Road, Multan	Muhammad Azam 03336116934
9.	CRO Quetta	Ground Floor, Aiwan-e-Mashriq, Plot No. 4-A, Opposite FC Headquarter, Sharah-e-Hali, Model Town, Quetta	Abdul Rehman Khan Tareen 03337831955
10.	Pakistan Stock Exchange	PSX Building, Stock Exchange Road, Karachi	Haroon Nawaz 03002534241
11.	Pakistan Stock Exchange Secondary Site	Multinet Data Center, 1D-203, Sector 30, Korangi Industrial Area, Karachi, Pakistan	Haroon Nawaz 03002534241
12.	CRO Sukkur	House#4A, First Floor Sindhi Muslim Housing Society, Airport Road Sukkur	Haroon Nawaz 03002534241 Ahmad Ali Mahar 03155570773
13.	1Link Primary Site	1Link Rack, PTCL Data Center, I.I. Chundrigar Road, Karachi	Muhammad Younas

			03345133677
14.	1Link Secondary Site	1Link RACK, PTCL Data Center, Wafaqi Colony, Lahore	Muhammad Shahzad Sarwar 03454455444

### **Mandatory Requirements:**

The SECP is pleased to invite data network operators for the complete solution of its entire WAN and Internet connectivity complying below STRICT requirements.

- Entire Fiber based connectivity is a MUST
- Ethernet based end point with a full duplex connection is a MUST
- MPLS based solution is a MUST
- Full Mesh Topology
- The SECP will only provide Ethernet based connectivity with end-points at all sites
- Ring fiber connectivity at respective data centers with Head Office, CRO-Karachi, CRO-Lahore, CRO-Islamabad, NADRA office, 1Link Primary Site and Pakistan Stock Exchange (PSX) is a MUST
- Other than ring fiber, a P2P redundant radio link (last mile backup of ring fiber) for aggregated Data and Internet connectivity MUST also be provided for Head Office (Islamabad) and DR Site
- A single public IP pool of **30 useable IP's** must be assigned to the SECP by the service provider. Service provider will provide Public IPs for P2P connectivity wherever required
- 02 x public IP's duly white listed from PTA for the SECP's video conferencing needs
- **Onsite Installation:** Service Provider will be responsible for onsite installation.

**DR Drill:** The SECP conducts DR drill twice a year and during this exercise, shifting of all WAN links and Internet connectivity from primary to DR site will be provided by the ISP without any additional charges.

### **Technical Evaluation Criteria**

Below are the technical evaluation criteria for the submitted bids.

<b>Technical Evaluation Criteria</b>		
<b>S. No.</b>	<b>Requirements</b>	<b>Criteria</b>
1	Entire Fiber based connectivity	MUST
2	Ethernet based end point with a full duplex connection	MUST
3	MPLS based solution	MUST
4	Full Mesh Topology	MUST
5	Ring fiber connectivity with respective data centers at Head Office, CRO-Karachi, CRO-Lahore, CRO-Islamabad, NADRA office, 1Link Primary Site and Pakistan Stock Exchange (PSX) primary site	MUST
6	P2P redundant radio link (last mile backup of ring fiber) for aggregated Data and Internet connectivity shall also be provided for Head Office (Islamabad) and DR Site Lahore	MUST
7	Public IP pool of 30 usable IP's must be assigned to the SECP by the service provider	MUST
8	02 x public IP duly white listed from PTA for the SECP's video conferencing	MUST
9	End to end availability of 99.5% is required for all the sites mentioned in the RFP	MUST
10	Complete compliance to attached SLA including penalty clause as attached with the RFP	MUST
11	Shifting of WAN and Internet connectivity to DR site during DR dill, twice a year free of cost service	MUST
12	Troubleshooting mechanism and trouble ticket escalation matrix should be attached with the proposal	MUST
13	Service provider must have its own complete end-to-end fiber infrastructure at all the mentioned sites in the RFP	MUST
14	Service provider should be in the ISP business for at least last five (05) years (Attach PO's as Proof)	MUST
15	List of existing clients with contact details	MUST
16	One month testing and verification of allocated links and the bandwidth will be offered by the selected service provider free of cost.	MUST
17	Deployment, installation and configuration should be completed before June 01, 2024. SECP will shift its existing connectivity to the service provider in June 2024.	MUST

\* Submitted technical proposals not meeting the above criteria will not be evaluated

**SCOPE OF WORK:**

The SECP needs complete WAN and Internet connectivity for inter-office communication as well as with its external stakeholders. Following services are required from successful participant:

Plan, Design and Implement the entire WAN and Internet connectivity at Head Office, Peshawar, Islamabad, Lahore, Faisalabad, Multan, Karachi, Quetta, Sukkur offices, NADRA, 1Link (Both Primary and Secondary sites) and Pakistan Stock Exchange (Both Primary and Secondary sites).

All testing and verification of system will be done by the SECP team with the help of successful bidder. One month testing and verification of allocated links and the bandwidth will be offered by the selected service provider free of cost.

**PROPOSAL SUBMISSION:**

Following must be made part of the proposal:

1. Technical proposal must include a table of contents listing all sections:
  - a. Section 1: Introduction and general information about the bidder (including years in business)
  - b. Section 2: Staffing and technical manpower with experience and qualification
  - c. Section 3: Support matrix, escalation matrix including the helpline/ UAN details
  - d. Section 4: Existing clients along with contact details
  - e. Section 5: Compliance to technical evaluation criteria (Yes/No)
2. Financial proposal must include
  - a. Section 1: Cost of complete proposal for one year, including the monthly breakup of each cost including all taxes (if applicable).
  - b. Section 2: Additional per Mbps cost for each WAN link.

**TERMS & CONDITIONS:**

- Service Provider last mile CPE (Customer Premises Equipment) or related hardware that provides essential connectivity MUST be covered with backup support from the service provider during the contract period of 03 years.
- Service provider must have a call center with 24x7 availability and a UAN for complaint logging and escalation.

- Complete installation MUST be completed before June 01, 2024. SECP will shift its existing connectivity to new service provider in June 2024.
- Billing will start from July 01, 2024.
- Exact timelines of commissioning of all WAN links must be clearly mentioned in the proposal.
- Cost for each WAN link must be quoted separately in the proposal.
- One-time cost/ installation charges, if any, must be quoted separately in the proposal.