*Version 1.0 /110621*

**INVITATION TO TENDER**

**Bangladesh Country Office**

**September 04, 2023**

IFT/SCI/BDCO/FY-23/0010/(Manual)

**Internet Bandwidth & Data Networking Services under Framework Agreement**

**SUBMISSION DEADLINE: 03:00 PM on September 25, 2023**

**PRE-SUBMISSION CLARIFICATION MEETING will be held at Zoom Meeting Room:**

**3:00 PM (BST) on 10th September 2023**

**Meeting Link:**

[**https://zoom.us/j/94587238754?pwd=QWFDRUpqbzNCNUFiSVg5Z2JpN1pIZz09**](https://zoom.us/j/94587238754?pwd=QWFDRUpqbzNCNUFiSVg5Z2JpN1pIZz09)

**Meeting ID: 945 8723 8754   
Passcode: 461863**

**QUESTIONS / CLARIFICATIONS:** [**uthan.kyaw@savethechildren.org**](mailto:uthan.kyaw@savethechildren.org) **and rabeya.ferdouse@savethechildren.org**

**FORMAT FOR SUBMISSION:** [**BIDDER RESPONSE DOCUMENT**](#_PART_3_–)

[**PART**](#_PART_1_–) **1 : INVITATION TO TENDER**

* + Introduction to SCI
  + Overview and Requirements
  + Award Criteria
  + Instructions & Key Information

[**PART 2 : CORE REQUIREMENTS AND SPECIFICATION**](#_PART_2_–)

Detailed description of SCI’s specific requirements

[**PART 3 : BIDDER RESPONSE DOCUMENT**](#_PART_3_–)

Template to be used to submit response to this Invitation to Tender.

**Tender Advertisement**

**A invitation for tender with text and numbers

Description automatically generated with medium confidence**

**PART 1 – INVITATION TO TENDER**

## **INTRODUCTION TO SAVE THE CHILDREN**

SCI is the world’s leading independent organisation for children. We save children’s lives; we fight for their rights; we help them fulfil their potential. We work together, with our partners, to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

**Our Vision** – a world in which every child attains the right to survival, protection, development and participation.

**Our Mission** – to inspire breakthroughs in the way the world treats children and to achieve immediate and lasting change in their lives.

We do this through a range of initiatives and programmes, to:

* Provide lifesaving supplies & emotional support for children caught up in disasters (e.g. floods, famine & wars).
* Campaign for long term change to improve children’s lives.
* Improve children’s access to the food and healthcare they need to survive.
* Secure a good quality education for the children who need it most.
* Protect the world’s most vulnerable children, including those separated from their families because of war, natural disasters, extreme poverty or exploitation.
* Work with families to help them out of the poverty cycle so they can feed and support their children.

For more information on the work we undertake and recent achievements, visit our [website](http://www.savethechildren.net/).

## **PROJECT OVERVIEW**

Please see below a summary of the requirements for which Save the Children invites you to bid on. Further detail on the specific requirements of the project (volumes, dates, product specifications / drawings etc.) can be found in [Part 2](#_PART_2_–) (Core Requirements & Specifications) of this Tender Pack.

|  |  |
| --- | --- |
| **Item** | **Description** |
| **Description of Goods / Services** | **Internet Bandwidth and Data Networking Services** |
| **Outcome of Tender** | *FWA – the successful supplier(s) will be awarded a ‘FWA’ which will commit SCI to purchase the specified quantity of goods / services as defined in the contract at the agreed rates.* |
| **Duration of Award** | *Initially 2 years and further extension 1 year (subject to SCI approval)* |

## **AWARD CRITERA**

SCI is committed to running a fair and transparent tender process and ensuring that all bidders are treated and assessed equally during this tender process. Bidder responses will be evaluated against four weighted categories of criteria: Essential Criteria, Sustainability Criteria, Capability Criteria, and Commercial Criteria.

### **ESSENTIAL CRITERIA**

Criteria which bidders **must** meet in order to progress to the next round of evaluation. If a bidder does not meet any of the Essential Criteria, they will be excluded from the tender process immediately. These criteria are scored as ‘Pass’ / ‘Fail’.

**3.2 SUSTAINABILITY CRITERIA (10%)**

Criteria used to evaluate the impact a supplier has on the environment, local economy, and community. Bids will be evaluated against the same pre-agreed Criteria (*As per ToR)*.

### **3.3 CAPABILITY CRITERIA (50%)**

Criteria used to evaluate the bidder’s ability, skill and experience in relation to the requirements. Bids will be evaluated against the same pre-agreed Criteria (*As per ToR)*.

### **3.4 COMMERIAL CRITERIA (40%)**

Criteria used to evaluate the commercial competitiveness of a bid. Bids will be evaluated against the same pre-agreed Criteria (*As per ToR)*.

## **VETTING**

Successful bidders must be successfully vetted. This involves checking bidders and key personnel against Global Watch Lists, Enhanced Due Diligence Lists and Politically Exposed Persons Lists.

The vetting of bidders will be completed after the award decision and prior to any contract being signed, or orders placed. If any information provided by the Bidder throughout the tender process is proved to be incorrect during the vetting process (or at any other point), SCI may withdraw their award decision.

## **BIDDER INSTRUCTIONS**

### **6.1 TIMESCALES**

|  |  |
| --- | --- |
| Activity | Date |
| Issue Invitation to Tender | September 04, 2023 |
| Pre-Proposal Meeting | September 10, 2023 at 3:00 PM @ Zoom |
| Circulation of Pre-Proposal Meeting Minutes | September 12, 2023 |
| Deadline for questions from Bidders | September 21, 2023 |
| Deadline for Return of Bids | September 25, 2023, on or before 03:00 PM |
| Bid Clarifications | September 26, 2023- October 26, 2023 |
| Award Contact | November 25, 2023 |
| Go Live | December 01, 2023 |

The above dates are for indicative purposes only and are subject to change.

### **6.2 SUBMISSION FORMAT & BIDDER RESPONSE DOCUMENT**

Bidders wishing to submit a bid **must use the Bidder Response Document template in** [**Part 3**](#_PART_3_–) **of this Tender Pack**. Any bids received using different formats, or incomplete bids, will not be accepted.

This document allows bidders to submit all the required information and be evaluated fairly and equally against the Essential, Capability and Commercial Criteria. Bidders may also be required to submit supporting documentation. Further instructions can be found within the document in Part 3 of this pack.

Bids can be submitted by either:

**Electronic Submission via ProSave**

* Submit your response in accordance with the guidance provided in the below document:



**Paper Submission**

* One paper copy submitted on headed paper to: **House CWN (A) 35, Road 43, Gulshan 2, Dhaka 1212, Bangladesh; Attention- Head of Supply Chain, Procurement & Supply Chain.**
* Bids should be submitted in sealed envelope addressed to **Tender Box-01**
* The envelope should clearly indicate the Invitation to tender reference number **IFT/SCI/BDCO/FY-23/0010 (Manual).**
* All supporting documentation should be labelled.
* **Technical & Financial proposal should be submitted in the separate envelope.**

### **6.4 CLOSING DATE FOR BID SUBMISSION**

Your bid must be received, no later than **September 25, 2023 (3:00 PM Bangladesh Standard Time)**

Bids must remain valid and open for consideration for a period of no less than 60 days.

### **6.5 KEY CONTACTS**

All questions relating to the tender should be sent via email to:

|  |  |
| --- | --- |
| Name | Email Address |
| Towfiq Hasan | towfiq.hasan@savethechildren.org |
| U Than Kyaw | [uthan.kyaw@savethechildren.org](mailto:uthan.kyaw@savethechildren.org) |
| Rabeya Ferdouse | rabeya.ferdouse@savethechildren.org |

Please be advised local working hours are 8:30 AM to 4:30 PM. Please allow up to 02 working days for a response.

Where the enquiry may have an impact on other bidders within the process, Save the Children will notify all other Bidders to maintain a fair and transparent process.

# **PART 2 – CORE REQUIREMENTS & SPECIFICATIONS**

1. **INTRODUCTION**

Save the Children (SC) is a leading organization to ensure children’s development, betterment and growth since 1919 and having presence in more than 120 countries of the world. Save the Children began working in Bangladesh during the cyclone of 1970 and since then has been working for development and humanitarian contexts.

Save the Children has been working for various thematic areas to increase the capacity, knowledge and skills of children, community and institutions. Save the Children has been working closely with the development sector, government agencies, academia, city corporations, media, the private sector, INGOs and local partners to enhance capacity and advocate for the urban resilience initiatives to be sustainable.

1. **SPECIFIC REQUIREMENTS**

Agreement for “**Internet Bandwidth and Data Networking Services**” for Save the Children International as per terms and conditions set out in this tender documents.

1. **SPECIFICATIONS**

|  |  |  |
| --- | --- | --- |
| CATEGORY | MINIMUM INFORMATION TO BE PROVIDED | OPTIONAL INFORMATION TO BE PROVIDED |
| SERVICE | **Internet Bandwidth and Data Networking Services** (As per ToR) | As per ToR |
|  |  |  |

1. **Terms of Reference (TOR)**

**For framework agreement of Internet Bandwidth & Data Networking Services**

**1. Description of work**: Save the Children International is inviting offer for providing Internet Bandwidth and Nationwide Data Networking services Bangladesh Country Office and affiliated Field Offices located in different districts towns. Additionally, home internet connectivity for eligible employees will also be required.

1. **Office Locations:** Dhaka (Gulshan), Cox’s Bazar, Barisal, Gaibandha, Rangpur, Noakhali, Sylhet, Ukhiya, Teknaf, Daulatdia.

*Note: Locations may change from time to time. During the contract period, additional locations may be added or existing locations may be discontinued based on SCI requirements.*

1. **Duration:** The framework agreement will be for two (2) years. Contract may be terminated earlier for unsatisfactory performance OR extend for another one more year based on the satisfactory performance and mutual understanding of both parties.
2. **Scope of Work:**
   1. ***Internet Bandwidth****:* Dedicated 300Mbps high speed internet bandwidth (may increase or decrease depending upon quoted price) to be shared by all SCiBD project office locations and eligible home users. Redundant downstream and upstream connectivity to Dhaka Country Office must be ensured by the ISP.
   2. ***Nationwide Data Connection****:* A routed data connection (having between 8 Mbps to 128 Mbps bandwidth per location – Appendix A) between all SCiBD offices will be established and maintained by the provider.
   3. ***Point to Point Connection in Dhaka****:* A point to point complementary connection between Gulshan CO and another alternate site (TBD) will be provided by the vendor.
   4. ***Disaster Recovery Backup Connectivity***: Vendor will setup a standby DR connectivity in designated alternate site. Which will work as a DR backup site in case of any disruption in DC running from Country Office. All bandwidth will be transferred to the alternate DR site within one hour of instruction from SCI.
   5. ***Executive Home Internet****:* Home internet connections for around 10-15 expats and senior management employees in Dhaka city and around the country will be provided by the vendor.
   6. ***Internet connection for SCI partners and SCI project locations***: Vendor will provide SCI partners and different project locations internet connection as per FWA.
   7. ***Connectivity at Upazila and Union Levels***: Vendor will provide SCI, partners and different project locations connection at Upazila and Union Levels as per FWA with pre-agreed additional fee.
   8. ***Equipment****:* The vendor will supply all the required equipment (Antenna, Tower, Cabling, Modem, Media Converter, Router etc.) as required for establishing and maintaining the required connections.
   9. ***Design:*** The selected vendor will assist the SCI Technical Team to maintain and improve the existing Network design as and when required.
   10. **Last mile distance**: Must provide after survey - last mile distance, connectivity options and latency.
   11. ***Router configuration***: Must provide router, which are similar to current router in Dhaka and other offices. At least, 1(one) Internet facing Router and 1(one) Data Connectivity Router of sufficient capacity for Dhaka Country Office must be provided by the vendor (Internet Router MicroTik CCR2116 / Cisco ASR 920 or Equivalent, Data Router Cisco ASR 920 / MicroTik CCR2116 or Equivalent and FO Router MicroTik 750). Routers must be in good condition and not older than four years.
   12. ***Locations:*** Please refer to the attached FO list in Appendix A and Home Internet connection list in Appendix B for details.
   13. ***Monitoring***: ISP must provide us effective monitoring tools to monitor internet and data connectivity against cyber threats.
   14. ***Security***: Add additional security surveillance technology in internet bandwidth to minimize/visible any threat.
   15. ***Ownership***: Vendor will retain ownership and maintenance responsibility of all connectivity devices provided including modem/router etc. in all offices.
   16. ***Backup Equipment***: Backup equipment for replacement in case of failure will be available with vendor on site or in a reasonably close location.
   17. **Tower erection for connectivity:** permission from landlord or any other authority at SCI premises will be responsibility of SCI.
3. **Spare Equipment:** The vendor must ensure availability and prompt installation of spare networking equipment for all the active locations, when required due to any failure or for maintenance. The offer should include the location, number and planned lead time for such equipment replacements.
4. **Last mile connectivity:** The vendor would be free to choose last mile connectivity media (Fiber, Radio, WiMAX, 4G/5G etc.) for each location. But, must ensure network uptime, support and equipment spares are available as per SLA.
5. **Price and offer validity:** Prices for the spare parts and the service charge offered should be valid for a period of two (2) years. A standard price list for data connectivity cost for all districts in Bangladesh will also be quoted by the vendor (Appendix C). This will be used for bandwidth capacity changes and connectivity for any additional field/project offices required during the contract period.
6. **Contact Person:** SCI will assign a primary and a secondary contact person (commercial and technical) to coordinate networking services. Similarly, the vendor will have to assign a primary and a secondary contact person to coordinate delivery and support of the services as per agreement.
7. **Service Level Agreement – (SLA):** 
   1. **Bandwidth:** Committed bandwidth through independent test conducted periodically by SCI or assigned party.
   2. **Speed/Performance:** A standard average Latency for each connection should be mentioned by the vendor in the proposal. This latency should be ensured for up to 80% of bandwidth utilization. Higher than standard latency and/or packet drops of greater than 3% during any period will be considered degraded performance for the connection. Degraded performance period will be considered as downtime in 50% ratio.
   3. **Uptime Target:** 98.5% uptime should be maintained for each connected location. Which should be calculated on a monthly basis.
   4. **Monitoring (MRTG):** For each connection a real-time MRTG graph must be provided in an integrated portal for SCI infrastructure admin.
   5. **Planned Maintenance notification:** Any ISP or Carrier planned maintenance window must be notified to SCiBD minimum 2 working days prior. Efforts should be made to schedule maintenance windows outside normal business hours of SCiBD. (8AM to 5PM – Saturday to Thursday).
   6. **Failure Alert:** All unscheduled failures must be notified to SCiBD within 30 minutes of any such event. Updates should be provided every hour on the restoration effort and progress with estimated ETR.
   7. **NOC & Call Center:** The vendor should have 24x7 manned, Network Operations Center (NOC) and Call Center available to report and support any network issues.
   8. **Escalation Matrix:** A well-defined escalation matrix must be included in the proposal showing each escalation step in downtime hours and contact details.
   9. **Response Target:** 2 hour in divisional cities and 4 hours in district towns.
   10. **Resolution Target:** 4 hours in divisional cities and 24 hours in district towns.
   11. **Monthly Performance Report:** A monthly consolidated performance report should be prepared and submitted by the vendor for all connections and services provided.
   12. **Faulty device:** Vendor will replace faulty device on emergency basis as per SLA.
   13. **Bi-Annual Review meeting:** A bi-annual meeting attended by relevant management stakeholders of the vendor and SCiBD should be held to review the performance and decide action plans to improve the service level in the next period.
   14. **Penalty:** A penalty will be deducted from the monthly invoice, in proportion to the unscheduled connection downtime for the relevant month.
8. **Invoicing and Payment terms:** A single monthly invoice should be raised for all services rendered during a month, attached with the performance report for the month. Payments will be made through A/C Payee cheque or electronic bank transfer on behalf of vendor within 45 days upon satisfactorily report and submission of correct bill.

**LIST OF SCiBD Field Offices: (As of August 2023)**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl** | **City/Location** | **Address** | **Bandwidth (Mbps)** |
| 1 | Barishal | South Alekanda, Banglabazar, Barisal-8200 | 16 |
| 2 | Sylhet | House 54, Road 02, Block G, Shahjalal Upashahar, Sylhet 3100 | 24 |
| 3 | Rajbari | KKS Govt primary school premises, Daulatdia, Goalanda, Rajbari. | 4 |
| 4 | Cox's Bazar | Holding No: Not given yet, New airport road, Moddho nuniyarsora, Cox's Bazar. | 128 |
| 5 | Ukhiya | House-1030, Nur Jahan Tower, Thana Sadar Road, Ukhiya, Cox's Bazar | 64 |
| 6 | Barishal\_Muladi | Ahmad Ali Khan Monjil, Abdul Jalil Khan Sarak,Tero Char, Muladi, Barishal. | 8 |
| 7 | Cox's Bazar\_WareHouse | Khuruskul Warhouse, Near Khuruskul Still Bridge (Old Meghna Sea Food), Cox's Bazar. | 4 |
| 8 | Barishal\_Bakerganj | Holding # 6, Ward # 4, Bakerganj Pourashava High School Road, Barishal | 8 |
| 9 | Gaibandha | Sukhnagar, Shukh-Shantir Bajar( Dakkhin Dhanghara), Gaibandha Polashbari Road( Near LGED Office, Gaibandha) Word no-03, Holding No-594, Gaibandha, Bangladesh. | 16 |
| 10 | Cox’s Bazar\_Kutupalang | Response Camp Ukhiya, Office Kutupalong Registered Refugee Camp, Ukhiya, Cox's Bazar. | 8 |
| 11 | Cox’s Bazar\_Nayapara | Response Camp Teknaf Nayapara, Registered Refugee Camp, Teknaf, Nayapara, Registered Refugee Camp, Cox's Bazar. | 8 |
| 12 | Teknaf | Nurul Islam Bhaban, Naittongpara, 9 Near to Teknaf Bus Terminal, Teknaf Municipality, Teknaf | 16 |
| 13 | Cox's Bazar\_Medical WareHouse | Opposite side of Fayez Filling Station, Jhilongia, Link Road, Cox's Bazar | 8 |
| 14 | Cox's Bazar\_PHCC | Chakmarkul, Kerontoli, Camp-21 | 32 |
| 15 | Habiganj | Saju Villa, Holding No: 3603-01, In front of the PTI,52/119, PTI Road, Habiganj. (front of PTI) | 12 |
| 16 | Noakhali | Civil Surgeon Office, DC Office Rd, Maijdee-3800, Noakhali. | 16 |
| 17 | Rangpur | RDRS Bangladesh, Jail Road, Radhaballav, Rangpur-5400. 4th Floor | 16 |

**LIST OF SCiBD Executive Home Internet Connections: (As of August 2023)**

|  |  |  |  |
| --- | --- | --- | --- |
| Sl | Name | Address | Bandwidth (Mbps) |
| 1 | Rokybul Imrose | Flat-303, House-15, Block-B, Section-10, Mirpur-10, Dhaka | 20 |
| 2 | Salim Miah | 52/1, Jafrabad, Mohammadpur, Dhaka | 20 |
| 3 | Nazat Chowdhury | Aprtment: N3, Waterfront, House-35, Road-118, Gulshan-Dhaka. | 20 |
| 4 | Shyamal Kumar Mondol | Flat-C2, House-184/1, Green Road, Dhanmondi, Dhaka | 20 |
| 5 | Binoy Debnath | Apt-A7 (7th Floor), House-8, Road-2, Block-B, Mirpur-10 ( Aalok Hospital er Goli ) | 20 |
| 6 | Kapila Amaptiya | Apt- A2, House - 21, Road – 79, Gulshan -2. Dhaka. | 20 |
| 7 | Arathi Vinodh | Flat-A5, House-41, Road-44, Gulshan-2, Dhaka | 20 |
| 8 | Sangchurl Yoon | Apt-302, House-29, Road-43, Gulshan-2, Dhaka | 20 |
| 9 | Maheen Chowdhury | 5B, B.H. Bokul Villa, 5th Floor 64/2 Matikata Dhaka Cantonment.) | 20 |
| 10 | Dhaka Store | House No. KA-14, 1st Floor, (2-c & 2D) Kalachandpur, Gulahan-2 | 20 |
| 11 | Yang Chen | Appartment-7A, Shine Tower, Beside Aurunoboty School, New Circuit house road Cox's Bazar | 15 |
| 12 | NGO Forum | Hotel Sea Palace, Kolatoli, Cox's Bazar | 12 |
| 13 | Aiman Shahri | Flat. 5A, House. 11/B, Road. 36, Gulshan-2, Dhaka | 20 |

|  |  |  |  |
| --- | --- | --- | --- |
| **FO ICT Focal Person** | | | |
| **Location** | **Name** | **PABX** | **Cell** |
| Dhaka | Towfiq Hasan |  | 01970884477 |
| Sylhet | Md. Zia Uddin |  | 01677383847 |
| Hobiganj | Subrata Roy |  | 01711399959 |
| Daulatia | Md. Saiful Islam Khan |  | 01712504564 |
| Barishal\_Muladi | Shela Rani Roy | 88-09612-555333,EXT:8580 | 01716690126 |
| Barishal\_Bakerganj | Md. Rashed Khan Milon | 88-09612-555333,EXT:8570 | 01746914351 |
| Barishal | Md. Shamsuzzaman | 88-09612-555333,EXT:8551 | 01710773359 |
| Gaibandha | Dilip Kumar Das | 88-09612-555333,EXT:8666 | 01716403694 |
| Noahkhali- Shongzag | Md. Habibur Rahman |  | 01766280080 |
| Rangpur | Sraboni Barua |  | 01308471816 |
| Cox Bazar SARI ITC | Sayeeda Ashraf | 88-09612-555333,EXT:8951 | 01717287650 |
| Cox Bazar Medical WareHouse | Md. Shofikul Islam | 01745680790 |
| Teknaf-CP | Md. Shofikul Islam | 01745680790 |
| Cox Bazar Kutupalang | Md. Shofikul Islam | 01745680790 |
| Cox Bazar Nayapara | Md. Shofikul Islam | 01745680790 |
| Cox Bazar WareHouse | Md. Shofikul Islam | 01745680790 |
| Ukhiya | Md. Shofikul Islam | 01745680790 |
| Cox Bazar | Md. Shofikul Islam | 01745680790 |

# **PART 3 – BIDDER RESPONSE DOCUMENT**

1. **INTRODUCTION**

This document **MUST BE USED** by Bidders wishing to submit a bid. It is linked into 4 sections detailed below:

* [Section 1 – Essential Criteria](#_SECTION_2:_ESSENTIAL)
* [Section 2 – Capability & Sustainability Questions](#_SECTION_3_–)
* [Section 3 – Commercial Questions](#_SECTION_4_–)
* [Section 4 – Bidder Submission Checklist](#_SECTION_5_–)

**The Bidder is required to sign a copy of the Check list in Section 4 as part of their submission**.

1. **INSTRUCTIONS**

Within each section there are instructions providing guidance to the bidder on what information is required. This guidance details the **MINIMUM** requirements expected by SCI. If a Bidder wishes to add further information, this is acceptable, but the additional information should be limited to only items that are relevant to the tender.

* For the avoidance of doubt, bidders are required to complete all items within the Bidder Response Document unless clear instruction is provided otherwise.
* If a Bidder does not complete the entire Bidder Response document, their submission may be declared void.
* If a Bidder is unable to complete any element of the Bidder Response Document, they should contact Save the Children through the using the contact details provided for guidance.

By submitting a response, the bidder confirms that all information provided can be relied upon for validity and accuracy.

## **SECTION 1 - ESSENTIAL CRITERIA**

## ***INSTRUCTIONS – Bidders are required to complete all sections of the below table.***

|  |  |  |  |
| --- | --- | --- | --- |
| ***Item*** | **Question** | **Bidder Response** | |
| ***1*** | Bidder accepts Save the Children’s ‘Terms and Conditions of Purchase’ and that any business awarded to the bidder will be completed under the Terms and Conditions included in Section 4 of this pack. | **Yes / No** | **Comments / Attachments** |
|  |  |
| ***2*** | The Bidder and its staff (and any sub-contractors used) agree to comply with SCI and the Inter-Agency Procurement Group (IAPG’s) policies listed in Section 4 of this pack throughout this tender process, and during any future works should the bidder be awarded a contract. | **Yes / No** | **Comments** |
|  |  |
| ***3*** | The bidder confirms they are not a prohibited party under applicable sanctions laws or anti-terrorism laws or provide goods under sanction by the UK/United States of America or the European Union and accepts that SCI will undertake independent checks to validate this. | **Yes / No** | **Comments** |
|  |  |
| ***4*** | The Bidder confirms they follow Bangladesh labor law that prescribe conditions of employment, working hours, salary levels, leave policies, health and health conditions, and insurance for injured workers or any other issue. | **Yes / No** | **Comments** |
| ***5*** | *The Bidder confirms it is fully qualified, licenses and registered to trade with Save the Children (including compliance with all relevant local Country legislation).*  *This includes the Bidder submitting the following requirements (where applicable):*   * *Legitimate business address* * *Tax registration number & certificate* * *Business registration certificate* * *Trading license* * *National ID card (Chairman/Managing Director/Owner)* |  |  |
|  |  |
| **Requirement** | **Bidder Response / Attachments** |
| ***Legitimate Business Address*** | *Need to share proof of document* |
| ***Tax Registration Number & Certificate*** | *Need to share proof of document* |
| ***Business Registration Certificate*** | *Need to share proof of document* |
| ***Trading License*** | *Need to share proof of document* |
| ***6*** | Legal establishment for a minimum of 5 years: From Registrar of Joint Stock Companies and Firms (RJSC), Bangladesh or equivalent authorities. | **Yes / No** | **Comments / Attachments** |
|  | *Need to share proof of document* |
| ***7*** | Minimum 5 years of overall experience for providing internet services /data communication service to renowned companies and supporting Work Orders/Experience certificate (i.e. MNC, UN, INGOs, Bank/Financial/Diplomat/Donor) need to submit. | **Yes / No** | **Comments / Attachments**  *Need to share proof of document* |
| ***8*** | License: License from BTRC as Nationwide ISP  Bangladesh Telecommunication Regulatory Commission (BTRC) issued license for providing internet service & data communication service. | **Yes / No** | **Comments / Attachments**  *Need to share proof of document* |
| ***9*** | Required to serve **30 corporate customers** in last 5 years, among 10 customers should be UN organization/International NGO/Diplomat Mission/ Development partners or reputed organization (MNC). | **Yes / No** | **Comments / Attachments**  *Need to share proof of document* |
| ***10*** | Minimum network coverage for providing internet and data communication services at least in16 districts of the country. | **Yes / No** | **Comments / Attachments**  *Need to share proof of document* |
| ***11*** | Links withlocal, national, or cross-border network(s) or association(s): | **Yes / No** | **Comments / Attachments**  *Need to share proof of document* |
| ***12*** | **Turnover:** Yearly turnover will be greater than the amount of BDT 100,000,000 (Hundred Million) for one year over the last 3 years. | **Yes / No** | **Comments / Attachments**  *Need to share proof of document* |

## **SECTION 2 – CAPABILITY QUESTIONS: 50%**

***Instructions – Bidders are required to complete all sections of the below table.***

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ***Item*** | **Question** | **Bidder Response** | | |
| ***1*** | **REFERENCES**  Bidder shares two (2) examples of their experience in providing services similar to those included within the scope of this tender.  Examples provided must be for similar projects within a similar environment / context to that in which Save the Children operates, and within the last five (5) years.  *(Note – the Bidder must ensure that for any client references shared, the nominated client is happy to be contacted / visit by Save the Children)* | **Client Name** | **Contact Details (Name & Email)** | **Project Description** |
| 1) |  |  |
| 2) |  |  |
| ***2*** | **Assigned Score: 15**  **Upstream Connectivity:**   * + 1. Connectivity to different IIGs. **(5 points)**     2. Connectivity to Submarine Cable, Terrestrial Cable, Satellite (VSAT). **(5 points)**     3. Total international bandwidth capacity under contract by the vendor. **(5 points)** | **Bidder Response** | | **Attachment(s)** |
|  | |  |
| ***3*** | **Assigned Score: 30**  **Network Coverage:**  i. Number Districts Connected. **(10 points)**  ii. Number of Districts with own network. **(10 points)**  iii. Other Carriers used for connectivity. **(5 points)**  iv. Number of Districts with own support Center/personnel **(5 points)** | **Bidder Response** | | **Attachment(s)** |
|  | |  |
| ***4*** | **Assigned Score: 10**  Security Compliance based on Supplier Security Questionnaire **(As per Appendix: 4)** | **Bidder Response** | | **Comments** |
|  | |  |
| ***5*** | **Assigned Score: 15**  **Security Surveillance & Protection:**  Cyber Security Protection measures and active surveillance on the bandwidth/connectivity provided. **(As per Appendix: 4)** | **Bidder Response** | | **Comments** |
|  | |  |
| 6. | **Assigned Score: 10**  Organization profile, Organogram and **Human Resources strength:**  I.Total number of Employees **(2 points)**  II. Number of Technical Employees **(3 points)**  III. Number of Technical Employees with relevant vendor certifications **(5 points)** | **Bidder Response** | | **Comments** |
| 7. | **Assigned Score: 15**  **Client List/Organization Reference:**  (Category of the organization)   * Banks & Financial Institutions, * Multinational Companies * International Development Organizations/NGOs/Diplomat Mission/Donor   [ Max. 15 points ≥ 30 clients and each individual client 0.5 point] Need to submit the PO/Contract/Reference with contact details as supporting document | **Bidder Response** | | **Attachment(s)** |
|  | |  |
| 8. | **Assigned Score: 05**  **Coverage of Home Internet:**  Coverage of all areas of Dhaka city – (**2 points)**  Coverage of Divisional Cities – (**3 points)** | **Bidder Response** | | **Attachment(s)** |

## **SUSTAINABILITY CRITERIA: 10 %**

|  |  |  |  |
| --- | --- | --- | --- |
| Sl | **EVALUATION CRITERIA** | **SUPPORTING GUIDANCE / COMMENTS** | **SUGGESTED SCORING** |
| 1 | The bidder accepted the supplier sustainability policy and demonstrated activities OR has processes in place within their organisation, aimed at improving sustainability.  (e.g. paperless offices, green technology in offices, policies, training programmes, community outreach programmes etc). | Suppliers may be able to provide evidence of activities they complete either in their office, in their supply chain, or during their operations to improve sustainability. Evaluation of this may be subjective but should be evaluated and scores agreed by the Procurement Committee. | 10/10 - bidder demonstrates multiple sustainable business practices.5/10 - bidder demonstrates several sustainable businesses practices.0/10 - bidder demonstrates no sustainable business practices |

## **SECTION 4 – COMMERCIAL QUESTIONS (40%)**

1. **Internet Connections:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.** | **Description** | **Unit** | **Rate in BDT (Excluding VAT)** |
| 1 | 300 MB full Internet Bandwidth | Monthly |  |
| 2 | Home internet connections for Expats and Senior management employees (Anywhere in Dhaka City), Bandwidth: Minimum 30 Mbps shared | Monthly |  |

1. **Router Lease for 2 years:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Sl.** | **Description (Minimum specification)** | **Unit** | **Monthly Rate in BDT (Excluding VAT)** |
| 1 | Internet Router MicroTik CCR2116 / Cisco ASR 920 or Equivalent (for Dhaka Country office) | Per Unit | Complementary |
| 2 | Data Router Cisco ASR 920 / MicroTik CCR2116 or Equivalent (for Dhaka Country office) | Per Unit | Complementary |
| 3 | Internet Router MicroTik 750 or Equivalent (for Field offices) | Per Unit | Complementary |
| 4 | MicroTik 1100AHX4 or Equivalent if data connectivity bandwidth is 64 Mbps or higher | Per Unit | Complementary |

1. **Data Connectivity Services with Fixed Monthly Recurring Cost:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl** | **City/Location** | **Bandwidth** | **Unit** | **Rate In BDT (Excluding VAT)** |
| 1 | Barishal | 32 Mbps | Monthly |  |
| 2 | Sylhet | 24 Mbps | Monthly |  |
| 3 | Rajbari | 8 Mbps | Monthly |  |
| 4 | Cox's Bazar | 128 Mbps | Monthly |  |
| 5 | Ukhiya | 64 Mbps | Monthly |  |
| 6 | Barishal\_Muladi | 16 Mbps | Monthly |  |
| 7 | Cox's Bazar\_WareHouse | 8 Mbps | Monthly |  |
| 8 | Barishal\_Bakerganj | 16 Mbps | Monthly |  |
| 9 | Gaibandha | 32 Mbps | Monthly |  |
| 10 | Cox's Bazar\_Kutupalang | 8 Mbps | Monthly |  |
| 11 | Cox's Bazar\_Nayapara | 8 Mbps | Monthly |  |
| 12 | Teknaf | 16 Mbps | Monthly |  |
| 13 | Cox's Bazar\_Medical WareHouse | 8 Mbps | Monthly |  |
| 14 | Cox's Bazar\_PHCC | 32 Mbps | Monthly |  |
| 15 | Habiganj | 12 Mbps | Monthly |  |
| 16 | Noakhali | 16 Mbps | Monthly |  |
| 17 | Rangpur | 24 Mbps | Monthly |  |

1. **LIST OF Districts for Standard Price List for Data Connectivity with Fixed Monthly Recurring Cost (EXCLUDING VAT)**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Sl** | **District** | **Division** | **Bandwidth (Mbps)** | | | | | | | | | **Remarks** |
|  |  |  | **8** | **12** | **16** | **24** | **32** | **48** | **64** | **96** | **128** |  |
| 1 | Barguna | Barisal |  |  |  |  |  |  |  |  |  |  |
| 2 | Barisal | Barisal |  |  |  |  |  |  |  |  |  | Existing Office |
| 3 | Bhola | Barisal |  |  |  |  |  |  |  |  |  |  |
| 4 | Jhalokati | Barisal |  |  |  |  |  |  |  |  |  |  |
| 5 | Patuakhali | Barisal |  |  |  |  |  |  |  |  |  |  |
| 6 | Pirojpur | Barisal |  |  |  |  |  |  |  |  |  |  |
| 7 | Bandarban | Chittagong |  |  |  |  |  |  |  |  |  |  |
| 8 | Brahmanbaria | Chittagong |  |  |  |  |  |  |  |  |  |  |
| 9 | Chandpur | Chittagong |  |  |  |  |  |  |  |  |  |  |
| 10 | Chittagong | Chittagong |  |  |  |  |  |  |  |  |  |  |
| 11 | Comilla | Chittagong |  |  |  |  |  |  |  |  |  |  |
| 12 | Cox's Bazar | Chittagong |  |  |  |  |  |  |  |  |  | 8 X Existing Office |
| 13 | Feni | Chittagong |  |  |  |  |  |  |  |  |  |  |
| 14 | Khagrachhari | Chittagong |  |  |  |  |  |  |  |  |  |  |
| 15 | Lakshmipur | Chittagong |  |  |  |  |  |  |  |  |  |  |
| 16 | Noakhali | Chittagong |  |  |  |  |  |  |  |  |  | Existing Office |
| 17 | Rangamati | Chittagong |  |  |  |  |  |  |  |  |  |  |
| 18 | Dhaka | Dhaka |  |  |  |  |  |  |  |  |  | Country Office |
| 19 | Faridpur | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 20 | Gazipur | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 21 | Gopalganj | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 22 | Jamalpur | Mymensingh |  |  |  |  |  |  |  |  |  |  |
| 23 | Kishoreganj | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 24 | Madaripur | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 25 | Manikganj | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 26 | Munshiganj | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 27 | Mymensingh | Mymensingh |  |  |  |  |  |  |  |  |  |  |
| 28 | Narayanganj | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 29 | Narsingdi | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 30 | Netrakona | Mymensingh |  |  |  |  |  |  |  |  |  |  |
| 31 | Rajbari | Dhaka |  |  |  |  |  |  |  |  |  | Existing office |
| 32 | Shariatpur | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 33 | Sherpur | Mymensingh |  |  |  |  |  |  |  |  |  |  |
| 34 | Tangail | Dhaka |  |  |  |  |  |  |  |  |  |  |
| 35 | Bagerhat | Khulna |  |  |  |  |  |  |  |  |  |  |
| 36 | Chuadanga | Khulna |  |  |  |  |  |  |  |  |  |  |
| 37 | Jessore | Khulna |  |  |  |  |  |  |  |  |  |  |
| 38 | Jhenaidah | Khulna |  |  |  |  |  |  |  |  |  |  |
| 39 | Khulna | Khulna |  |  |  |  |  |  |  |  |  |  |
| 40 | Kushtia | Khulna |  |  |  |  |  |  |  |  |  |  |
| 41 | Magura | Khulna |  |  |  |  |  |  |  |  |  |  |
| 42 | Meherpur | Khulna |  |  |  |  |  |  |  |  |  |  |
| 43 | Narail | Khulna |  |  |  |  |  |  |  |  |  |  |
| 44 | Satkhira | Khulna |  |  |  |  |  |  |  |  |  |  |
| 45 | Bogra | Rajshahi |  |  |  |  |  |  |  |  |  |  |
| 46 | Joypurhat | Rajshahi |  |  |  |  |  |  |  |  |  |  |
| 47 | Naogaon | Rajshahi |  |  |  |  |  |  |  |  |  |  |
| 48 | Natore | Rajshahi |  |  |  |  |  |  |  |  |  |  |
| 49 | Nawabganj | Rajshahi |  |  |  |  |  |  |  |  |  |  |
| 50 | Pabna | Rajshahi |  |  |  |  |  |  |  |  |  |  |
| 51 | Rajshahi | Rajshahi |  |  |  |  |  |  |  |  |  |  |
| 52 | Sirajganj | Rajshahi |  |  |  |  |  |  |  |  |  |  |
| 53 | Dinajpur | Rangpur |  |  |  |  |  |  |  |  |  |  |
| 54 | Gaibandha | Rangpur |  |  |  |  |  |  |  |  |  | Existing Office |
| 55 | Kurigram | Rangpur |  |  |  |  |  |  |  |  |  |  |
| 56 | Lalmonirhat | Rangpur |  |  |  |  |  |  |  |  |  |  |
| 57 | Nilphamari | Rangpur |  |  |  |  |  |  |  |  |  |  |
| 58 | Panchagarh | Rangpur |  |  |  |  |  |  |  |  |  |  |
| 59 | Rangpur | Rangpur |  |  |  |  |  |  |  |  |  | Existing office |
| 60 | Thakurgaon | Rangpur |  |  |  |  |  |  |  |  |  |  |
| 61 | Habiganj | Sylhet |  |  |  |  |  |  |  |  |  | Partner office |
| 62 | Moulvibazar | Sylhet |  |  |  |  |  |  |  |  |  |  |
| 63 | Sunamganj | Sylhet |  |  |  |  |  |  |  |  |  |  |
| 64 | Sylhet | Sylhet |  |  |  |  |  |  |  |  |  | Existing Offices |

1. **Upazila and Union level connection:**

|  |  |  |
| --- | --- | --- |
| **Sl.** | **Particulars** | **Additional % Fee** |
| 1 | **Upazila Level connection**: Additional cost for connectivity of Upazilas of each district must be mentioned as a percentage of data connectivity price of respective district per bandwidth. |  |
| 2 | **Union Level connection**: Additional cost for connectivity of union of each district must be mentioned as a percentage of data connectivity price of respective district per bandwidth. |  |

*We understand you are not bound to accept any proposal you receive.*

*Signature    ……………………………………………………………*

*Name  ……………………………………………………………*

*Job Title   …………………………………………………………….*

*Company ……………………………………………………………*

## **SECTION 4 – BIDDER SUBMISSION CHECKLIST**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **We, the Bidder, hereby confirm we have completed all sections of the Bidder Response Document:** | | | | |
| **No** | **Section** | | **Please Tick** | |
| 1. | Section 2 – Essential Criteria | |  | |
| 2. | Section 3 – Capability & Sustainability Questions | |  | |
| 3. | Section 4 – Commercial Questions | |  | |
| |  |  |  | | --- | --- | --- | | **We, the Bidder, confirm we have uploaded all of the required information and supporting evidence:** | | | | **Section** | **Required Document / Evidence** | **Please Tick** | | **Essential Criteria Evidence** | Proof of legitimate business address |  | | Copy of tax registration number & certificate |  | | Copy of business registration certificate |  | | Legal establishment for a minimum of 5 years |  | | Minimum 5 years of overall experience |  | | License: License from BTRC as Nationwide ISP |  | | Required to serve 30 corporate customers |  | | Minimum network coverage |  | | Links withlocal, national, or cross-border network |  | | Turnover |  | | Suppliers/Vendors are not any prohibited parties |  | | Compliance with our Mandatory Policy |  | | Follow Bangladesh labor law |  | | Accepts Save the Children’s ‘Terms and Conditions of Purchase |  | | **Capability Criteria Evidence** | Completed Bidder Response Document |  | | Supporting Financial Documents |  | | Upstream Connectivity |  | | Network Coverage: |  | | Security Compliance based on Supplier Security Questionnaire (As per Appendix: 4) |  | | Security Surveillance & Protection |  | | Organization profile, Organogram and Human Resources strength: |  | | Client List/Organization Reference: |  | | Coverage of Home Internet: |  | | **Sustainability Criteria** | Completed Bidder Response Document |  | | **Commercial Criteria Evidence** | Completed Bidder Response Document |  | | | | | |
| **We, the Bidder, hereby confirm we compliance with the following policies and requirements:** | | | | |
| **Policy** | | **Policy / Document** | | **Signature** |
| Terms & Conditions of Bidding | |  | |  |
| Terms & Conditions of Purchase | |  | |  |
| Supplier Sustainability Policy  and the included mandatory policies | | [Click Here to Access](https://www.savethechildren.net/sites/www.savethechildren.net/files/Supplier%20Sustainability%20Policy.pdf) | |  |

|  |  |
| --- | --- |
| We confirm that Save the Children may in its consideration of our offer, and subsequently, rely on the statements made herein. | |
| Signature: | ………………………………………………….. |
| Name: | ………………………………………………….. |
| Title: | ………………………………………………….. |
| Company: | ……………………………………………….. |
| Date: | ……………………………………………….. |

**APPENDIX 4: Security Compliance based on Supplier Security Questionnaire**

To allow Save the Children International to ascertain whether the security arrangements of third party suppliers or partners meet its requirements, please complete this questionnaire and return it to *<< include email address here>>*. It should be complete and contain supplementary detail where this relates to the service or product provided or the information to be shared.

SCI Supplier: Information Security Questionnaire

|  |  |  |  |
| --- | --- | --- | --- |
| **Supplier Details** | | | |
| Third Party Name: |  | Date of Provision: |  |
| Address: |  | Website: |  |
| Information Security Contact: |  | Contact:  Email/ Phone: |  |
| Location of Data Centre: |  | Contact:  Email/ Phone: |  |
| Location of Recovery Centre: |  | Contact:  Email/ Phone: |  |
| SCI Sponsoring Dept.: |  | Contact:  Email/ Phone: |  |

|  |  |
| --- | --- |
| **Service Details** | |
| Description of Service/Product: |  |
| Users of the System: |  |
| Technical Description Security controls e.g. (client, agent, SSL, FTP transmission, hosted website, ASP, etc.)  Please describe in detail how the controls selected will secure Confidentiality Integrity and Availability of SCI data: |  |
| Describe Pertinent Outsourced / Contracted Service Arrangements (such as onsite support, remote support, temporary access, database management, etc.): |  |

|  |
| --- |
| Data Identification |
| Please check all SCI Data types that apply in the Provision of this service/product: |

|  |  |  |
| --- | --- | --- |
| **Sensitivity** | **Data Type** | **Please Tick** |
| High | Child Safeguarding |  |
| High | Personally Identifiable Information |  |
| High | Payment Card Information |  |
| High | Other Financial Information |  |
| High | Medical Information |  |
| Medium | Intellectual Property |  |
| Medium | Business Processes |  |
| Medium | Commercial |  |
| Low | Publicly available Information |  |

If there are additional SCI Data types not listed above that apply please detail below:

We store Name, Telephone, Mail and user name and password of users. Most companies get approval for that from their worker council before doing the project with us. The business / system owner is our customer (not us), who is searching for approval with its stake holders. We do not store personal life habits, we do not store professional life habits, we have no wage or payroll data, we store connection details incl IP address & Logs, No location data, no health data, no security number, no offence/conviction data, no religious data, no labour data, no biometric data but we store the picture (optionally but not mandatory)

**SCI Information Security requirements**

|  |  |
| --- | --- |
| Information Security Provision Organisational | |
| 1. Does your organisation have an Information Security function?   Yes No  If yes please check those on the right that apply: | An Information Security Strategy  An Information Security Steering group  An Information Security Officer  A Privacy/Compliance Officer  Explicit documented support from Board  Certified Accreditation ISO 27001 (Please enter scope below) |
| 1. Does your organisation have Information Security and Privacy Policies?   Yes No  If yes please check those on the right that apply: | A regularly reviewed fully documented and board approved Information Security policy  Policies are reviewed at least annually and changes are approved by appropriate governance committee  Information Security policies are published and made available to all users, contractors and other concerned parties.  A Data Protection and Privacy policy is reviewed and approved by a qualified legal counsel.  Users must confirm their understanding and compliance with security policies at induction and this is refreshed at regular intervals thereafter, at least annually.  Users have undergone Information Security and Data Protection Awareness training and are aware of the ramifications of breaching the law and information security policy.  The Following areas are addressed in Documented Information Security Policies.  Business Continuity Management  Change control  Risk Assessment  Compliance  Computer Network Security  Access Control  Email Security  Encryption  Incident Response and investigation  Information asset classification and protection  Internet/ Web application security  Password/ authentication management  Personnel Security  Physical Access control  Remote access  Security Awareness  Development and application Security  Systems development and maintenance  Vendor/ Third Party Management  Anti-virus and anti-malware Management  Additional Information: |

|  |  |
| --- | --- |
| 1. Does your organisational recruitment process require a Full Background Check?   Yes  No Not required, Why?  If yes please check those on the right that apply: | All applicable checks are carried out.  Criminal, Educational, credit, drug, Work History for:  All employees  Selected employees (provide details below)  All Independent Contractors  Others (provide details below)  Additional Information: |
| 1. Will your organisation subcontract part or whole of the Service?   Yes  No  If yes please provide details of the subcontracting arrangements: | Additional Information: |
| 1. In the event of a security incident involving SCI Data it must be reported to us, what are your customer reporting procedures? | Additional Information: |
| 1. Will SCI data be processed outside of the EEA?   Yes  No  If yes then please provide details of where and what adequate security measures (such as, but not limited to model terms, Safe Harbor, etc.) you have in place: | Additional Information: |

|  |  |
| --- | --- |
| Physical / Environmental Security | |
| 1. Does your organisation have Physical Security controls in place?   Yes  No  If yes please check those on the right that apply: | Physical security function centralised for all locations  Security perimeter  Proximity ID (smartcards) for Access control  Receptionist  CCTV cameras  Cables and network ports are protected from unauthorised access  Additional Information: |

|  |  |
| --- | --- |
| Computer / Network Security | |
| 1. Does your organisation enforce a patch –management process?   Yes  No  If yes please check those on the right that apply: | Vulnerabilities and exploits are monitored through a CERT subscription.  Security patches are prioritised and implemented on criticality impact and likelihood analysis.  Patches are tested on non-production systems before implementation in live environment.  Additional Information: |
| 1. Does your organisation enforce an anti- virus and malware program?   Yes  No  If yes please check those on the right that apply: | Anti- virus and malware protection is installed, enabled and kept up to date on all organisational servers, workstations and mobile devices.  Security patches are prioritised and implemented on criticality impact and likelihood analysis.  Patches are tested on non-production systems before implementation in live environment.  Additional Information: |

|  |  |
| --- | --- |
| 1. Are all systems in your internal, externally –facing and DMZ environments secured?   Yes  No  If yes please check those on the right that apply: | Internet accessible systems are tested for vulnerabilities and Web Application firewalls are used to protect Web servers  Firewalls are configured to ensure sources(s) Destinations(s) and protocols(s) are appropriate for business needs and identified risk.  Malformed and suspicious network traffic, downloads or attachments are dropped and undesirable and dangerous content is filtered  Additional Information: |
| 1. If the system handles Card Payment Data are you or any sub-contractors PCI –DSS compliant?   Yes  No  If yes please provide a copy of your certificate:  If no then please explain why not: | Additional Information: |
| 1. Are your systems subjected to regular Security testing?   Yes  No  If yes please check those on the right that apply: | Security vulnerability testing is performed according to a defined and documented methodology  External penetration testing is carried out at regular intervals by a reputable third-party specialist. This is available to SCI for assurance purposes, if required.  Systems are Hardened by removing all unnecessary functionality.  Web Application testing is performed according to a defined and documented methodology  Additional Information: |
| 1. Are controls in place to secure network access?   Yes  No  If yes please check those on the right that apply: | NAC employed?  End point security is used to enforce NAC.  RBAC methodology employed documented reconciled and monitored.  Documented process to provision user accounts reviewed at least annually?  Additional Information: |
| 1. Is remote secure network access employed?   Yes  No  If yes please check those on the right that apply: | 2 factor authentication employed?  VPN with no Dual –homing / split tunnelling.  Appropriate encryption methodology employed documented reconciled and monitored to AES 256 standard.  Additional Information: |
| 1. Do you employ Data classification/ Protective marking?   Yes  No  If yes please check those on the right that apply: | Based on risk assessment?  Based on defined and documented Data Protection requirements?  Information owners have documented responsibility for assets under their jurisdiction?  Additional Information: |
| 1. Are security requirements embedded in Software development process?   Yes  No  If yes please check those on the right that apply: | Security requirements are integral part of project plans, based on risk assessment  Security is defined and documented in system architecture  Security Coding standards are defined and documented e.g. OWASP  Test and production systems are segregated  Change control and configuration documented  System logs retained and for a defined period and checked for security related events  Additional Information: |

|  |  |
| --- | --- |
| **Cloud Security (If Applicable)** | |
| 1. Are there physical, administrative and technical controls in place for the cloud infrastructure hosting the application? (including any vulnerability assessment/penetration testing completed for the application)   Yes  No | Additional Information: |
| 1. Does the application ensure user credentials and data transfer over internet are encrypted?   Yes  No | Additional Information: |
| 1. How is SCI information protected when stored and processed in the service provider cloud?   Yes  No | Additional Information: |

|  |  |
| --- | --- |
| 1. Does the cloud service infrastructure support privileged users to have the ability to access SCI information in the cloud? How is segregation of duties ensured in BAU?   Yes  No | Additional Information: |
| 1. Do privileged roles for the application and database in the cloud allow provisioning of, or require, multi factor authentication (MFA)?   Yes  No | Additional Information: |