

International Islamic University Chittagong

Kumira, Chattogram-4218, Bangladesh

Tel: 0304251154-61, Ext: 366

Website: www.iiuc.ac.bd

Invitation for Tender

Open Tender Method (OTM)

Date: [September 22, 2025]

Tender No.: [000123]

The International Islamic University Chittagong (IIUC) invites sealed quotations from eligible and reputed suppliers/contractors for the supply and installation of Network Backbone and Data Center Equipment under the Open Tender Method (OTM).

1. Project Information

- **Project Title:** Network Backbone and Data Center Upgrade – Phase 01
- **Location:** IIUC Main Campus, Kumira, Chattogram
- **Current Backbone Capacity:** 1 GBPS
- **Target Upgrade Capacity:** Minimum 10 GBPS
- **Procurement Type:** Goods and Related Services

2. Eligibility of Bidders

Eligible bidders must:

- Be registered business entities with a valid **Trade License, TIN, and BIN**
- Have **minimum 3 (three) years of relevant experience**
- Have completed at least **three (3) similar projects**, each worth **Tk. 3 crore (30 million)** or more
- Submit a **refundable Earnest Money Deposit (EMD)** of 2.5% of the quoted price in the form of a **Pay Order**, payable to **International Islamic University Chittagong**

3. Tender Schedule & Submission

- **Tender Schedule Availability:**
The schedule can be downloaded from the IIUC website: www.iiuc.ac.bd a **non-refundable fee of Tk. 2,000 (Two Thousand)** must be paid to the **Accounts and Finance Division (ACFD)** of IIUC before submission.
- **Last Date & Time for Submission:** October 17, 2025, by **4:30 PM**
- **Submission Location:** Tender Box, **3rd Floor, Administrative Building**, IIUC Main Campus, Kumira, Chattogram

4. Other Terms & Conditions

- **Site Visit:** Bidders are required to visit the project site before submission.
- **Quotation Validity:** Minimum 60 days from the date of submission.
- **VAT & AIT:** Must be included in the quoted price. Deductions will be made at source as per applicable government regulations.
- **Necessary Documents:** Trade License, TIN, BIN, IRC (if applicable), Company Profile, Annual Turnover Report, and any other relevant certifications.

5. Right to Accept or Reject

The IIUC authority reserves the right to accept or reject any or all tenders in full or part without assigning any reason whatsoever.

Mahmudul Alam 22.09.2025

Mahmudul Alam

Director (In-charge)

Purchase and Procurement Division



আন্তর্জাতিক ইসলামী বিশ্ববিদ্যালয় চট্টগ্রাম
الجامعة الإسلامية العالمية شيتاغونغ
International Islamic University Chittagong

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Project Information

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- **Target Upgrade Capacity:** Minimum 10 GBPS
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Tender Schedule for Devices of Network backbone and Datacenter**Summary of the Item List for the Datacenter & Network Backbone Upgradation (Phase#01)**

[For Details please check the attached items' schedule and Terms & Conditions]

SL	Item Name with Description	Required Quantity	Unit Price	Total Price	Warranty Period (Years) / Remarks
01	Core Router: (Minimum 08 x 10GE SFP+ and support 10G Ethernet & 1GE Ethernet on all SFP+ Ports.)	01			05
02	Core Firewall (NGFW), (minimum 08 x 10GE SFP+)	01			05
03	Core Switch, (minimum 24x10GE SFP+ ports)	01			05
04	Server Farm Switch: (minimum 16x10GE SFP+ ports)	01			05
05	Distribution Switch: (minimum 24*10/100/1000BASE-T ports, 4*10GE SFP+ ports)	05			03
06	Indoor WiFi Access Point (with SS casing) (Support for at least the 2.4 GHz and 5 GHz frequency bands)	20			03
07	Multigiga PoE Access Switch: [TYPE-01 Enterprise Level], (minimum 24 X 10/100/1000/2.5GBASE-T ports(PoE+) and 2x10 Gig SFP+ ports)	02			03
08	Multigiga PoE Access Switch: [TYPE-02 SMB Level] (minimum 24 X 10/100/1000/2.5GBASE-T ports(PoE+) and 2x10 Gig SFP+ ports)	05			03
09	Campus Controller or Network Performance Monitoring System	01			05
10	Bandwidth Manager	01			03 [not necessary to offer, if the bandwidth management feature is already available in another proposed network device]
11	Server	01			03 May use for IP-PABX/ radius/ controller/other in the DMZ area
12	Network Switch Rack (42 U): [Brand: mention it]	01			03
13	UTP Cable [10 G supported]: [Brand: mention it]	3 box			N/A
14	4 core fiber cable: (Brand: mention it)	5000 meter			N/A
15	Other Accessories(if needed)				Please mention with cost
16	Maintenance (Existing Fire Protection System)	1 unit			03

Notes: [The required quantity of SFP modules for each network device has been clearly mentioned in the detailed schedule list.]

[In addition to the formal offer for the SFP modules/ DAC Cables (both Multi-mode and Single-mode) for the 10GE and 1GE SFP+ ports with the network devices, the unit price of each module and DAC Cable should also be mentioned separately for reference only. This information may be required if the quantity of modules/DAC Cables changes.]

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Item#01

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
	Core Router	Qty-01	
1	Brand	Cisco/Huawei/Fortinet	
2	Model	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by bidder	
4	Country of Manufacturer	To be mentioned by bidder	
5	Enclosure Type	Rack mountable minimum 1U rack space	
6	Hardware Architecture and Performance	<p>Must mention the number of cores of the processors</p> <p>Must have minimum 16GB memory</p> <p>Must mention the number of concurrent session and new connections per second</p> <p>Must have dual AC Power supply from day one.</p> <p>Must mention the Forwarding Performance (IMIX) from day one.</p> <p>Must mention the IPsec Performance (IMIX) from day one.</p> <p>Include information about the throughput capacity</p> <p>Include information about the IPv4 FIB table, as well as the capacity for OSPF routes and OSPF neighbors</p> <p>Mention whether the router supports active/active and active/standby failover configurations.</p> <p>Make sure to mention the flash memory</p>	
7	Interfaces and Slot	<p>Must have minimum 08 x 10GE SFP+ and support 10G Ethernet & 1GE Ethernet on all SFP+ Ports., mention about the GE Combo and GE RJ45 WAN interface, (mention if WAN ports could be use as LAN interface) equipped with at least 03 (three) pair 10G SFP+ Multi-mode module (0.3Km,LC)/ DAC Cables,02 (Two) pair 10G SFP Single-mode module (10Km,LC), 01 (One) pair 1G SFP Single-mode module (10Km,LC) with necessary cables from day one. The entire module must be same OEM original.</p> <p>Management ports must be specified</p> <p>Mention the available slots for interfaces expansion in future (if any).</p>	
8	Features, Security, Supporting Protocols, QOS Features	<p>Mention all available types of features</p> <p>Mention all supported protocols and high availability options</p> <p>Mention all available types of security</p> <p>List the supported authentication types</p>	
9	Management and Maintenance	<p>Mention all types of available features (like device management, web-based network management, etc. if any)</p> <p>Mention all types of Supported protocols (like SNMP (v1/v2c/v3), RMON, NTP, Telnet, SSH, etc.)</p> <p>Mention required other available features</p> <p>Has to provide all necessary advance licenses and mention maximum aggregate throughput from day 1</p> <p>Mention available monitoring features from day 1</p> <p>Bidder should offer require licenses (if needed/applicable) to integrated with Campus Controller from day one.</p>	
10	Existing Compatibility Requirements	Submitted offer should be compatible with existing DC hardware. In case of spare parts requirements, bidder should consider the pricing.	
11	Reference Document	Bidder must submit the required performance document and compliance reference document for the proposed device.	



Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
12	Service, Support , Warranty & Authorization	Bidders should clearly mention their service & support process in details during the 5(five) years Warranty period.	
		Mentioning Manufacturer's warranty should be quoted, minimum 05 (Five) years warranty should be provided for this unit from the date of successful commissioning.	
		The OEM should have their own RMA depot in Bangladesh to offer speedy replacement of the faulty units.	
		The bidder must provide a Manufacturer Authorization Certificate. Preference will be given to bidders who are at least Premier-Level Certified Partners of the respective OEM.	
		Bidder should supply all SFP modules for internal connectivity as per the discussion with IUC IT Team. All the SFP should be OEM original SFP Module.	
13	Installation & Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network Functional and shall provide respective documentation to IT Division.	

Item#02

	Core Firewall (NGFW)	Qty-01	
1	Brand	Cisco/Huawei/Fortinet	
2	Model	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by bidder	
4	Country of Manufacturer	To be mentioned by bidder	
5	Enclosure Type	Rack Mountable	
6	Hardware Architecture	The equipment must have dual AC power supply from day one	
		Mention the minimum local storage provided initially, as well as the maximum upgradable capacity supported by the system	
		Mention the CPU architecture in detail	
7	Interface Requirements	Must have minimum 08 x 10GE SFP+, Mention about the GE Combo and GE RJ45 interface, equipped with all by [08 (Eight) pair] SFP+ 10G Multi-mode Module(0.3km,LC)/ DAC Cables with necessary cable from day one. The entire module must be same OEM original.	
8	Performance & Scalability	Mention whether the firewall supports virtual firewalls or VDOMs from day on	
		Specify the maximum firewall throughput available from day one	
		Mention the NGFW performance throughput available from day one	
		Specify the IPS, IPsec VPN, DPI, SSL inspection and SD-WAN throughput available from day one	
		Specify Threat Protection Throughput available from day one	
		Must mention the number of concurrent sessions and the number of new connections per second supported	
		Mention minimum IPsec VPN Tunnels and Concurrent SSL VPN Users capacity from day one	
9	Firewall Integrated Protection & Other Features	Mention by name whether the firewall supports multiple security functions, such as integrated firewall, VPN, intrusion prevention, antivirus, etc.	
		Mention whether the firewall supports Bandwidth management, anti-DDoS and URL filtering functions.	
		Mention whether the firewall support a global configuration view and manages policies in a unified manner	
		Mention whether the firewall supports multiple types of routing protocols like RIP, OSPF, BGP, IS-IS, RIPv6, OSPFv3, BGP4+, and IPv6 IS-IS.	

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Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
9	Firewall Integrated Protection & Other Features	<p>Mention whether the device supports High Availability (HA), including both Active-Active and Active-Standby modes, and whether it supports redundant interfaces to provide interface-level redundancy prior to device failover</p> <p>Mention whether the device support service-specific PBR and intelligently selects the optimal link based on multiple types of load balancing criteria.</p> <p>Mention whether the device supports SD-WAN, ZTP, forward error correction</p>	
10	Next-Generation Firewall Features	<p>Mention whether the device supports creating access rules using both IPv4 and IPv6 objects simultaneously, operating in both routed and transparent modes, supports all types of NAT and routing, multicast protocols such as IGMP and PIM, security policies based on security group names in the source, destination, or both fields, and the capability to limit bandwidth based on applications/groups, networks/geo-locations, ports, etc., full-featured NBA capability to detect threats emerging from inside the network,</p> <p>Specify whether the device detects and defends against Botnet traffic, malware spreading and network attacks like Worm, Virus, Trojan-horse, Spyware.</p> <p>Mention in detail whether the device is capable of passively gathering information about network hosts and their activities, automatically applying appropriate inspections and protections for traffic sent over non-standard communication ports, detecting and blocking IPv6-based attacks, linking Active Directory and/or LDAP usernames to IP addresses involved in suspected security events, and quarantining endpoints</p> <p>State the number of URLs the device supports in its URL category database for URL filtering purposes and also mention the minimum number of supported applications</p> <p>Specify in detail whether the device has features to support WAF protection, including defenses against SQL injection, cross-site scripting (XSS), remote code execution (RCE), cross-site request forgery (CSRF), and deserialization attacks, as well as support for anti-leeching and web page anti-tampering</p> <p>Mention whether the device support to detect malware in files transmitted through protocols like HTTP, FTP, SMTP, POP3, IMAP4, NFS, and SMB.</p> <p>Mention whether the device supports detecting and recovering from malware or other malicious software. Also, specify the supported file types (including standard and compressed formats) that can be affected by viruses, and provide detailed information about the actions the device is capable of performing.</p> <p>Mention whether the device has the capability to send suspicious files to a local or cloud sandbox for further inspection to detect zero-day malware</p> <p>Mention whether the device support DNS category-based filtering, DNS safe search, and DNS redirection, defend against common DDoS, mail address filtering and SMTP mail sending rate limiting, Data Loss Prevention (DLP) features.</p> <p>Mention whether the device can support safe search and YouTube EDU enforcement, can also support URL and DIMS threat intelligence feeds to protect against threats,</p> <p>Mention whether the device IP reputation intelligence feeds from third party and custom lists of IP addresses inducting a global blacklist.</p> <p>Mention in detail whether the device can monitor (audit) and control (regulate) user interactions with various internet-related services</p> <p>Mention whether the device supports IPSec VPN, SSL VPN, GRE and Supports multiple encryption algorithms like DES, 3DES, AES, SHA, SM2, SM3, and SM4.</p>	

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Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
11	Management Feature	Mention whether the device is accessible via a web-based interface, ideally without requiring additional client software and Confirm if it provides a highly customizable dashboard.	
		Mention whether the device is capable of integrating third-party vulnerability information into threat policy adjustment routines and automated tuning workflows. Confirm whether the management platform supports role-based administration.	
		Mention whether the device support REST API for monitoring and configuration programmability, multiple mechanisms for issuing alerts (e.g., SNMP, e-mail, SYSLOG)	
		Mention whether the device provides robust reporting capabilities and indicate if it supports multiple report output types or formats.	
12	Existing Compatibility Requirements	Submitted offer should be compatible with existing DC hardware. In case of spare parts requirements, bidder should include the pricing.	
13	Reference Document	Bidder must submit the required performance document and compliance reference document for the proposed device.	
14	Service, Support & Warranty	The bidder must provide minimum 05 (Five) years Threat protection services and specify which will be included here like IPS, URL,AV,WAF from day one.	
		Mentioning Manufacturer's warranty should be quoted, minimum 5 (Five) years warranty for OEM technical solution support, Patch & New Software Upgrade, RMA replacement should be provided for this unit from the date of successful commissioning.	
		Bidder should offer require licenses (if needed/applicable) to integrated with Campus Controller from day one.	
		Bidders should clearly mention their service & support process in details during the 5(five) years Warranty period.	
		The OEM should have their own RMA depot in Bangladesh to offer speedy replacement of the faulty units.	
		The bidder must provide a Manufacturer Authorization Certificate. Preference will be given to bidders who are at least Premier-Level Certified Partners of the respective OEM.	
15	Installation & Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network functional and shall provide respective documentation to IT Division.	

Item#03

	Core Switch	Qty-01	
1	Brand	Cisco/Huawei/Fortinet	
2	Model	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by bidder	
4	Country of Manufacturer	To be mentioned by bidder	
5	Enclosure Type	Rack mountable , 1U	
6	Hardware Architecture	Must have minimum 24x10GE SFP+ ports . Mention (if any) 40G ports and upgrade option to 100G for future without changing the device.	
		Must have dual pluggable AC power supplies from day one and mention about the expansion slot blank and pluggable fan module (if available).	
		Bidder must supply 1pair x 10G Multi-mode SFP+ (0.3Km,LC) module/ DAC Cables,09pair x 10G Single-mode SFP+ (10Km,LC) module, 4x1G copper module, 09 pair x 1 G Single-mode SFP+ (10Km,LC) module with necessary cable from day one. The entire module must be same OEM original.	
		Mention the number of processor cores, system memory, and storage of the switch.	
		Must mention the switching capacity of the switch	

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Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
7	Switch Features	Mention the minimum available switching capacity and forwarding throughput.	
		Mention all available or supported features, such as IEEE 802.1Q VLAN encapsulation, number of VLANs, number of MAC addresses, Dynamic MAC address learning rate, Static, dynamic, and blackhole MAC address entries, STP, RSTP, EtherChannel/ LACP, VLAN trunking, Q-in-Q/ IEEE VLAN tunneling, etc.	
		Mention all supported routing protocols, such as Static, OSPF, RIP, Policy-Based Routing/Forwarding, ECMP Layer 3 Load Balancing, Virtual Router Redundancy Protocol (VRRP), BGPv4, IS-IS, IS-ISv4, OSPFv3, MACsec-256, etc.	
		Mention all other available features and services, such as VRF, L3VPN, Ethernet over MPLS, H-VPLS, IPv6 on Virtual Provider Edge, and Multicast VPN for network virtualization and segregation.	
		Mention the number of each supported feature, such as the number of IPv4 multicast routes, IPv6 multicast routes, host/ARP IPv4 routes, host IPv6 routes, Switched Virtual Interfaces (SVIs), STP virtual ports (Port × VLANs) for PVST, and STP virtual ports (Port × VLANs) for MST, etc.	
		Mention whether the device supports SRv6 BE (L3 EVPN), MPLS L3VPN, MPLS-LDP, MPLS QoS, IGMPv1/v2/v3 and IGMP v1/v2/v3 Snooping, MACsec-256, etc.	
8	QoS & Security Features	Mention whether the device supports the following features: i) IEEE 802.1X, Router Advertisement Guard, IPv6 Snooping, IPv6 ND Inspection, and IPv6 Device Tracking ii) Control Plane Policing (CoPP) to protect against DoS attacks iii) Visibility into encrypted traffic for analysis and troubleshooting iv) Layer 2 IEEE 802.1AE security with both 128-bit and 256-bit encryption v) Operating System, Firmware/BIOS, and patch authenticity using encrypted images to prevent unauthorized or tampered software vi) Other security and Layer 2/Layer 3 features, such as those listed above.	
		Mention also whether the device supports: Traffic shaping, Network Slicing, PQ, DRR, WDRR, and PQ+DRR, PQ+WDRR, RADIUS and TACACS or similar authentication for login users, IPv6 RA Guard, Secure boot, etc.	
9	Management and Maintenance	Mention if support Telnet/IPv6 Telnet terminal service	
		Mention if support SNMP v1/v2c/v3, SSH v1.5, SSH v2.0	
		Mention if support SNMP, syslog, NetFlow or SFlow, Data telemetry collection and correlation for performance monitoring.	
		Mention if support Open Programmability System	
		Mention if support Streaming Telemetry	
		Mention if support User operation logs	
10	Service, Support & Warranty	Mentioning Manufacturer's warranty should be quoted, minimum 5 (Five) years warranty for OEM technical solution support, Patch & New Software Upgrade, RMA replacement should be provided for this unit from the date of successful commissioning.	
		Bidders should clearly mention their service & support process in details during the 5(five) years Warranty period.	
		Bidder should offer require licenses (if needed/applicable) to integrated with Campus Controller from day one.	
		Bidders should clearly mention their service & support process in details during the 5(five) years Warranty period.	
		The OEM should have their own RMA depot in Bangladesh to offer speedy replacement of the faulty units.	
		The bidder must provide a Manufacturer Authorization Certificate. Preference will be given to bidders who are at least Premier-Level Certified Partners of the respective OEM.	
11	Installation & Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network functional and shall provide respective documentation to IT Division.	

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item#04

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
	Server Farm Switch	Qty-01	
1	Brand	Cisco/Huawei/Fortinet	
2	Model	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by bidder	
4	Country of Manufacturer	To be mentioned by bidder	
5	Enclosure Type	Rack mountable , 1U	
6	Hardware Architecture	Must have minimum 16x10GE SFP+ ports plus more from day one. Must have dual pluggable AC power supplies from day one and mention expansion slot blank and minimum two pluggable fan module (if available) Bidder must supply 12x1G copper module, 01 pair x 10 G SFP Multimode module/ DAC Cable, 1 x 10 G copper Module with necessary cable from day one. The entire module must be same OEM original. Mention the number of processor cores, system memory, and storage of the switch. Must mention the switching capacity of the switch	
7	Switch Features	Mention the minimum available switching capacity and forwarding throughput. Mention all available or supported features, such as IEEE 802.1Q VLAN encapsulation, number of VLANs, number of MAC addresses, Dynamic MAC address learning rate, Static, dynamic, and blackhole MAC address entries, STP, RSTP, EtherChannel/ LACP, VLAN trunking, Q-in-Q/ IEEE VLAN tunneling, etc. Mention all supported routing protocols, such as Static, OSPF, RIP, Policy-Based Routing/Forwarding, ECMP Layer 3 Load Balancing, Virtual Router Redundancy Protocol (VRRP), BGPv4, IS-IS, IS-ISv4, OSPFv3, MACsec-256, etc. Mention all other available features and services, such as VRF, L3VPN, Ethernet over MPLS, H-VPLS, IPv6 on Virtual Provider Edge, and Multicast VPN for network virtualization and segregation. Mention the number of each supported feature, such as the number of IPv4 multicast routes, IPv6 multicast routes, host/ARP IPv4 routes, host IPv6 routes, Switched Virtual Interfaces (SVIs), STP virtual ports (Port x VLANs) for PVST, and STP virtual ports (Port x VLANs) for MST, etc. Mention whether the device supports SRv6 BE (L3 EVPN), MPLS L3VPN, MPLS-LDP, MPLS QoS, IGMPv1/v2/v3 and IGMP v1/v2/v3 Snooping, MACsec-256, etc.	
8	QoS & Security Features	Mention whether the device supports the following features: i) IEEE 802.1X, Router Advertisement Guard, IPv6 Snooping, IPv6 ND Inspection, and IPv6 Device Tracking ii) Control Plane Policing (CoPP) to protect against DoS attacks iii) Visibility into encrypted traffic for analysis and troubleshooting iv) Layer 2 IEEE 802.1AE security with both 128-bit and 256-bit encryption v) Operating System, Firmware/BIOS, and patch authenticity using encrypted images to prevent unauthorized or tampered software vi) Other security and Layer 2/Layer 3 features, such as those listed above. Mention also whether the device supports: Traffic shaping, Network Slicing, PQ, DRR, WDRR, and PQ+DRR, PQ+WDRR, RADIUS and TACACS or similar authentication for login users, IPv6 RA Guard, Secure boot, etc.	
9	Management and Maintenance	Mention if support Telnet/IPv6 Telnet terminal service Mention if support SNMP v1/v2c/v3, SSH v1.5, SSH v2.0 Mention if support SNMP, syslog, NetFlow or SFlow, Data telemetry collection and correlation for performance monitoring. Mention if support Open Programmability System Mention if support Streaming Telemetry Mention if support User operation logs	

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
10	Service, Support & Warranty	Mentioning Manufacturer's warranty should be quoted, minimum 5 (Five) years warranty for OEM technical solution support, Patch & New Software Upgrade, RMA replacement should be provided for this unit from the date of successful commissioning.	
		Bidders should clearly mention their service & support process in details during the 5(five) years Warranty period.	
		Bidder should offer require licenses (if needed/applicable) to integrated with Campus Controller from day one.	
		Bidders should clearly mention their service & support process in details during the 5(five) years Warranty period.	
		The OEM should have their own RMA depot in Bangladesh to offer speedy replacement of the faulty units.	
		The bidder must provide a Manufacturer Authorization Certificate. Preference will be given to bidders who are at least Premier-Level Certified Partners of the respective OEM.	
11	Installation & Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network functional and shall provide respective documentation to IT Division.	

item#05

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
	Distribution Switch	Qty-06	
1	Brand	Cisco/Huawei/Fortinet	
2	Model	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by bidder	
4	Country of Manufacturer	To be mentioned by bidder	
5	Enclosure Type	Rack mountable , 1U	
6	Hardware Architecture	The equipment must have minimum 24*10/100/1000BASE-T ports, 4*10GE SFP+ ports, dedicated stack ports from day one.	
		Must mention forwarding performance of the switch	
		Must have dual pluggable AC power supplies from day one.	
		Must mention the switching capacity of the switch	
7	Switch Features	Mention the minimum available switching capacity and forwarding throughput.	
		Mention all available or supported features, such as IEEE 802.1Q VLAN encapsulation, number of VLANs, number of MAC addresses, Dynamic MAC address learning rate, Static, dynamic, and blackhole MAC address entries, STP, RSTP, EtherChannel/ LACP, VLAN trunking, Q-in-Q/ IEEE VLAN tunneling, etc.	
		Mention all available supported protocols, like: Static route, RIPv1/v2, RIPvng, OSPF, OSPFv3, IS-IS, IS-ISv6, BGP, BGP4+, ECMP, VRRP, VRRP6, Routing Policy, Policy-Based Routing, etc.	
		Mention also all other available or supported features, such as RRPP ring topology and RRPP multi-instance, Smart Link tree topology and Smart Link multi-instance, BFD, VRRP6, DHCPv6, and L3VPN, IGMP, Multicast forwarding in a VLAN and multicast replication between VLANs, Multicast load balancing among member ports of a trunk, etc.	
8	QoS & Security Features	Mention also other features like: Rate limiting in the inbound and outbound directions of a port, Port-based traffic policing and two-rate three-color CAR, queues on each port,	
		Mention all available features, like: AAA , RADIUS , TACACS authentication or similar, IEEE 802.1X authentication, DoS attack defense, ARP attack defense, and ICMP attack defense, Port isolation, port security, and sticky MAC, etc..	

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Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
9	Management and Maintenance	Mention the available or supported management features, such as SNMP, RMON, Web-based NMS, Syslog, NetFlow or sFlow, data telemetry collection and correlation for performance monitoring, API-driven configuration, and support for NETCONF and RESTCONF using the YANG data model. Also include support for automation tools like Python, patch management features, and traffic mirroring based on ports, VLANs, RSPAN, and ERSPAN. Additionally, mention the MTBF (Mean Time Between Failures).	
10	Service, Support & Warranty	Mentioning Manufacturer's warranty should be quoted, minimum 3 (Three) years warranty for OEM technical solution support, Patch & New Software Upgrade, RMA replacement should be provided for this unit from the date of successful commissioning.	
		Bidders should clearly mention their service & support process in details during the 3 (Three) years Warranty period.	
		Bidder should offer require licenses (if needed/applicable) to integrated with Campus Controller from day one.	
		Bidders should clearly mention their service & support process in details during the 3 (Three) years Warranty period.	
		The OEM should have their own RMA depot in Bangladesh to offer speedy replacement of the faulty units.	
11	Installation & Commissioning	The bidder must provide a Manufacturer Authorization Certificate. Preference will be given to bidders who are at least Premier-Level Certified Partners of the respective OEM.	
		Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network functional and shall provide respective documentation to IT Division.	

item#06

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
	Indoor WiFi Access Point (with SS casing)	Qty-20	
1	Brand	Cisco Meraki/Huawei/Fortinet	
2	Model	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by bidder	
4	Country of Manufacturer	To be mentioned by bidder	
5	Hardware Specifications	Clearly specify all available interfaces and ports with detailed descriptions	
		Mention the total throughput and the minimum number of streams supported	
		The bidder must supply required PoE Injector with a power cord for each Access Point.	
6	WLAN Features	Support for IEEE standards 802.11ax (Wi-Fi 6) / 802.11ax extended (Wi-Fi 6E) / 802.11be (Wi-Fi 7) is mandatory and must be explicitly stated. Mention the combined radio aggregate frame rate.	
		All additional supported features (if available)—such as Quadrature Amplitude Modulation (QAM), relevant IEEE standards, smart roaming capabilities, and others—must be clearly specified.	
7	Network Features	Clearly specify all available/supported Network Features like: SSID-based VLAN assignment, Tunnel data forwarding and direct data forwarding, ACL,LLDP, IEEE 802.3ab & IEEE 802.1q, etc.	
8	QoS Features	Clearly specify all available/supported QoS Features Like: WMM (Wi-Fi Multimedia), Bandwidth Management, Airtime scheduling, Traffic Prioritization, Client Load Balancing, etc.	

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
9	Security Features	specify all available/supported Security Features, like: WPA3-Enterprise, WPA3 Encryption, 802.1X Authentication, MAC Address Filtering, Client Isolation, VLAN tagging (802.1q) and tunneling with IPsec VPN, Enterprise Mobility Management (EMM) & Mobile Device Management (MDM) integration, etc.	
10	Maintenance Features	Mention all available/supported features, like: Real-time configuration monitoring and fast fault location using the NMS, Automatic batch upgrade, Automatic onboarding, automatic configuration loading, and plug-and-play, etc. Bidder should offer require licenses (if needed/applicable) to integrated with Campus Controller from day one.	
11	Existing Compatibility Requirements	Mention whether it is compatible with existing data center (DC) hardware.	
12	Reference Document	Bidder must submit the required performance document and compliance reference document for the proposed device.	
13	Service, Support , Warranty & Authorization	Bidders should clearly mention their service & support process in details during the 3 (Three) years Warranty period. Mentioning Manufacturer's warranty should be quoted, minimum 03 (Three) years warranty should be provided for this unit from the date of successful commissioning. The OEM should have their own RMA depot in Bangladesh to offer speedy replacement of the faulty units. The bidder must provide a Manufacturer Authorization Certificate. Preference will be given to bidders who are at least Premier-Level Certified Partners of the respective OEM.	
14	Installation & Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network Functional and shall provide respective documentation to IT Division.	

item#07

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
	Multigiga PoE Access Switch	Qty-02 [TYPE-01 Enterprise Level]	
1	Brand	Cisco/Huawei/Fortinet	
2	Model	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by bidder	
4	Country of Manufacturer	To be mentioned by bidder	
5	Enclosure Type	Rack mountable, 1U	
6	Hardware Architecture	The equipment must have minimum 24 X 10/100/1000/2.5GBASE-T ports(PoE+) and 2x10 Gig SFP+ ports equipped with 01 (One) pair 10GE SFP+ Multi-mode module (0.3Km,LC) from day one. The entire module must be same OEM original. Must mention the forwarding performance of switch Must mention the switching capacity Proposed Product must provide minimum 400W PoE Power	
7	Switch Features	Support MAC address learning and aging Mention the minimum MAC entries. Support Static, dynamic, and blackhole MAC address entries Support Packet filtering based on source MAC addresses Mention the minimum support VLANs Support STP, RSTP and MSTP Must have dual power supply from day one The proposed equipment must support Static route, RIP, RIPng, OSPFv2, OSPFv3	

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
8	Security Features	Support DoS attack defense, ARP attack defense, and ICMP attack defense	
		Support Binding of the IP address, MAC address, interface number, and VLAN ID	
		Support Port isolation, port security, and sticky MAC	
		Support Blackhole MAC address entries	
		Support AAA authentication, RADIUS authentication, TACACS or similar authentication, and NAC	
9	Management and Maintenance	Support Remote configuration and maintenance using Telnet	
		Support SNMPv1/v2/v3	
		Must have dedicated stack port from day one.	
		Support RMON	
		Support 802.3az EEE	
10	Service, Support , Warranty & Authorization	Bidder should offer require licenses (if needed/applicable) to integrated with Campus Controller from day one.	
		Bidders should clearly mention their service & support process in details during the 3 (Three) years Warranty period.	
		Mentioning Manufacturer's warranty should be quoted, minimum 3 (Three) years warranty should be provided for this unit from the date of successful commissioning.	
		The OEM should have their own RMA depot in Bangladesh to offer speedy replacement of the faulty units.	
		The bidder must provide a Manufacturer Authorization Certificate. Preference will be given to bidders who are at least Premier-Level Certified Partners of the respective OEM.	
11	Installation & Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network Functional and shall provide respective documentation to IT Division.	

item#08

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
	Multigiga PoE Access Switch	Qty-05 [TYPE-02 SMB Level]	
1	Brand	Cisco/Huawei/Fortinet	
2	Model	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by bidder	
4	Country of Manufacturer	To be mentioned by bidder	
5	Enclosure Type	Rack mountable, 1U	
6	Hardware Architecture	The equipment must have minimum 24 X 10/100/1000/2.5GBASE-T ports(PoE+) and 2x10 Gig SFP+ ports equipped with 01 (One) pair 10GE SFP+ Single-mode module and 15 to 20 m LC type fiber patch cable from day one. The entire module must be same OEM original.	
		Must mention the forwarding performance of switch	
		Must mention the switching capacity	
		Proposed Product must provide minimum 400W PoE Power	
7	Switch Features	Support MAC address learning and aging	
		Mention the minimum MAC entries.	
		Support Static, dynamic, and blackhole MAC address entries	
		Support Packet filtering based on source MAC addresses	
		Mention the minimum support VLANs	
		Support STP, RSTP and MSTP	
		Must have dual power supply from day one	
		The proposed equipment must support Static route, RIP, RIPv2, OSPFv2, OSPFv3	

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Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
8	Security Features	Support DoS attack defense, ARP attack defense, and ICMP attack defense	
		Support Binding of the IP address, MAC address, interface number, and VLAN ID	
		Support Port isolation, port security, and sticky MAC	
		Support Blackhole MAC address entries	
		Support AAA authentication, RADIUS authentication, TACACS or similar authentication, and NAC	
9	Management and Maintenance	Support Remote configuration and maintenance using Telnet	
		Support SNMPv1/v2/v3	
		Must have dedicated stack port from day one.	
		Support RMON	
		Support 802.3az EEE	
10	Service, Support , Warranty & Authorization	Bidders should clearly mention their service & support process in details during the 3 (Three) years Warranty period.	
		Mentioning Manufacturer's warranty should be quoted, minimum 3 (Three) years warranty should be provided for this unit from the date of successful commissioning.	
		The OEM should have their own RMA depot in Bangladesh to offer speedy replacement of the faulty units.	
		The bidder must provide a Manufacturer Authorization Certificate. Preference will be given to bidders who are at least Premier-Level Certified Partners of the respective OEM.	
11	Installation & Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network Functional and shall provide respective documentation to IT Division.	

item#09

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
	Campus Controller or Network Performance Monitoring System	Qty-01	
1	Brand	Cisco/Huawei/Fortinet/Solarwinds	Must offer the hardware and software components of this product separately.
2	Model	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by bidder	
4	Country of Manufacturer	To be mentioned by bidder	
5	Architecture	Briefly specify the architecture of this device/system	
6	Network Deployment	The vendor shall clearly specify and describe in detail all management, monitoring, and deployment features supported by the proposed system.	
7	Automatic Virtual Network Service	Mention whether it supports topology-based virtual network configuration and monitoring, as well as real-time service provisioning status queries	
		Mention whether it supports automatic VXLAN tunnel establishment through BGP EVPN	
8	SD-WAN management for Future use	Mention whether it supports centralized and distributed VXLAN gateway	
		Mention whether it supports automatic configuration of all services such as service policies, value-added service orchestration, and dynamic VPN connections	
		Mention whether it supports bandwidth-and link quality-based traffic steering	
		Mention whether it supports visualizes application traffic and network status and implements visualized management of applications and links	

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Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
9	LAN and WAN Convergence	Mention whether it supports unified management of campus, WAN access, and backbone networks	
		Mention whether it supports unified management of campus, WAN access, and backbone networks supports SRv6-based dynamic traffic steering for private lines such as MSTP, MPLS, Internet, and 5G	
		Mention whether it supports WAN path navigation, maximizing network resource utilization	
10	User Access Authentication	Mention its available/supported authentication and authorization features	
11	Terminal Management & Verification	Mention its available or supported terminal management and verification facilities (such as intelligent access for a large number of IoT terminals, AI-based clustering and identification of unknown terminals, and snapshot comparison to help users compare configuration, topology, and table entry differences between networks at different time points)	
12	Operation and Maintenance	Mention whether it supports GIS-based network monitoring, inspection, and health evaluation. Mention also if reports on related facilities or others are available here.	
		Mention whether it supports real-time experience visualization for each area, user, and application	
		Mention whether it supports real-time evaluation of channel conflicts, predictive optimization, and comparison of gains before and after optimization for wireless network	
13	Hardware of Controller	Minimum: 2x32 core processor, 2.6GHz CPU, 4x32G memory, 4x1920GB SSD, Raid 5, 2G cache, 2*900W AC power supply. Specify in detail the interfaces and ports available on the device, including type (e.g., RJ45, SFP), speed, and intended use.	
14	Reference Document	Bidder must submit the required performance document and compliance reference document for the proposed device.	
15	Service, Support , Warranty & Authorization	Bidders should clearly mention their service & support process in details during the 5(five) years Warranty period.	
		Mentioning Manufacturer's warranty should be quoted, minimum 05 (Five) years warranty should be provided for this unit from the date of successful commissioning.	
		The OEM should have their own RMA depot in Bangladesh to offer speedy replacement of the faulty units.	
		The bidder must provide a Manufacturer Authorization Certificate. Preference will be given to bidders who are at least Premier-Level Certified Partners of the respective OEM.	
16	Installation & Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network Functional and shall provide respective documentation to IT Division.	

item#10

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
Bandwidth Manager		Qty-01	
1	Brand	Cisco/Huawei/Fortinet/Mikrotik	Not necessary to offer, if the bandwidth management feature is already available in another proposed network device
2	Model	To be mentioned by the bidder	
3	Country of Origin	To be mentioned by bidder	
4	Country of Manufacturer	To be mentioned by bidder	
5	Enclosure Type	Rack mountable minimum 1U rack space	
6	Hardware Architecture and Performance	Minimum the number of cores of the processors 16	
		Must have minimum 16GB memory	
		Must have dual AC Power supply from day one.	

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Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
7	Interfaces and Slot	Must have minimum 08 x 10GE SFP+, mention about the GE Combo and GE RJ45 WAN interface, equipped with 4 pair 10GE SFP+ Multi-mode Modules/DAC cables, and 2 Pcs 1 GE Copper Module from day one. The entire module must be same OEM original. Management ports must be specified	
8	Features, Security, Supporting Protocols, QOS Features	Mention all available types of features Mention all supported protocols and high availability options Mention all available types of security List the supported authentication types	
9	Management and Maintenance	Mention all types of available features (like device management, web-based network management, etc. if any) Mention all types of Supported protocols (like SNMP (v1/v2c/v3), RMON, NTP, Telnet, SSH, etc.) Mention required other available features Has to provide all necessary advance licenses and mention maximum aggregate throughput from day 1 Mention available monitoring features from day 1 Bidder should offer require licenses (if needed/applicable) to integrated with Campus Controller from day one.	
10	Existing Compatibility Requirements	Submitted offer should be compatible with existing DC hardware. In case of spare parts requirements, bidder should consider the pricing.	
11	Reference Document	Bidder must submit the required performance document and compliance reference document for the proposed device.	
12	Service, Support, Warranty & Authorization	Bidders should clearly mention their service & support process in details during the 3 (Three) years Warranty period. Mentioning Manufacturer's warranty should be quoted, minimum 3 (Three) years warranty should be provided for this unit from the date of successful commissioning. The OEM should have their own RMA depot in Bangladesh to offer speedy replacement of the faulty units. The bidder must provide a Manufacturer Authorization Certificate. Preference will be given to bidders who are at least Premier-Level Certified Partners of the respective OEM.	
13	Installation & Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network Functional and shall provide respective documentation to IT Division.	

item#11

Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
	Sever	Qty-01	
1	Brand	HPE/ DELL	Need to install under DMZ area maintaining with proper security and access for both local and internet users
2	Model	Mid-to-Upper Enterprise Server series model	
3	Country of Origin	To be Mentioned by the bidder	
4	Country of Manufacturer	To be Mentioned by the bidder	
5	Chassis Type	Min 2U Rack mount or higher	
6	TPM	Min Trusted Platform Module 2.0 V3 or higher	
7	Processor	Min Series Intel Xeon Silver 4400 or higher	
	No of processors	Min 02 (Two) 2 X 12 = 24 Cores or higher	
	Chipset	Min Intel C741 series chipset or higher	
	RAM	Min 96GB DDR5 RDIMM, 4800MT/s, Dual Rank Up to 1 TB (16 DIMM slots) or higher	

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SI. No.	Name of Item	Required specifications	Full Technical Specification & Standard (to be mentioned, including the required specifications)
8	Hard Drive	Min 6 x 960GB SSD SATA 6GBPS 2.5in Hot-Plug or higher	
	RAID Controller	Min HPE Smart Array P816i-a / PERC H755 RAID Controller, 8GB NV Cache, (Supports RAID 0,1,5,6,10,50 & 60) or higher	
	Monitor	NO Monitor	
9	Optical Drive	No Internal Optical Drive	
	Front I/O Ports	Min 1 x HPE iLO Service Port/iDRAC Direct (Micro-AB USB) port, 1 x USB 2.0, 1 x VGA or higher	
	Rear I/O Ports	Min 1 x USB 2.0, 1 x USB 3.0, 2 x Ethernet, 1 x VGA or higher	
10	Expansion Slot	Min Riser options with up to 6 PCIe Gen 4 & 5 slots or higher	
	Number of Bays	Min 2.5" Chassis with up to 8 Hard Drives (SAS/SATA), PERC11 or higher	
	LAN /NIC	At least a dual-port 10GbE network adapter, using either SFP+ or 10GBASE-T (copper), or a higher-performing equivalent. Must supply 1 pair 10 G SFP Multi-mode modular from day one.	
11	Video Graphics	Min 2D Matrox G200 with 16MB Cache or higher	
	Operating System	NO OS	
	Power Supply	Min Dual, Hot-plug, Power Supply Redundant (1+1), 1400W, Mixed Mode or higher	
12	Power Cord	Min 2 x Jumper Cord - C13/C14, 4M, 250V, 10A (US, EU, TW, APCC countries except ANZ) or higher	
	Remote Management	Indicate the minimum version of iDRAC (for Dell) or iLO (for HPE) available or required for this server	
	Other Accessories	Min Ready Rails Sliding Rails Without Cable Management Arm or higher	
13	Keyboard and Mouse	NO	
	Warranty	Min 03 Years warranty or higher	
	Installation & Commissioning	Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network Functional and shall provide respective documentation to IT Division.	

Item#12

SI. No.	Name of Item	Required specifications	Full Technical Specification & Standard
Network Switch Rack (42U)		Qty-01	
1	Brand	Mention it	

item#13

SI. No.	Name of Item	Required specifications	Full Technical Specification & Standard
Fiber Cable		Qty-4000 Meter [4-core]	
1	Brand	Mention it	

item#14

SI. No.	Name of Item	Required specifications	Full Technical Specification & Standard
UTP Cable [10 G supported]		Qty- 3 box	
1	Brand	Mention it	

item#15

SI. No.	Name of Item	Required specifications	Full Technical Specification & Standard
Other Accessories(if needed)			
1	Brand	Mention it	

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item#16 Maintenance		Maintenance (Existing Fire Protection System) for 3(three) Years	
Sl. No.	Name of Item	Required specifications	Full Technical Specification & Standard
	Maintenance (Existing Fire Protection System)		
1	Brand: Sanjing [Agent(FM200)]	For detail information, requested to physical visit	

The International Islamic University Chittagong (IIUC) is planning to upgrade its Data Center and Network Backbone. Currently, the backbone capacity is 1 Gbps. To enhance IT service performance, IIUC intends to increase this capacity to at least 10 Gbps. The project will be implemented in multiple phases, beginning with Phase 01. Offers for the required products/items must be submitted in accordance with the provided schedule and the following terms and conditions.

Terms and conditions:

1. Guidelines to Follow When Submitting a Quotation

- Tender Schedule Availability:** The tender schedule must be downloaded from the official website (www.iiuc.ac.bd) and accompanied by a money receipt of Tk. 2,000 (Two Thousand), which is to be collected from the Accounts and Finance Division (ACFD).
- Tender Submission:** The completed tender documents must be submitted into the **tender box** located on the 3rd Floor of the Administrative Building at the International Islamic University Chittagong (IIUC) no later than October 17, 2025, at 4:30 PM.
- VAT and AIT:** VAT and AIT must be included in the quoted price and will be deducted at source from the supplier's bill as per applicable regulations.
- Right to Accept or Reject:** The IIUC authority reserves the right to accept or reject any or all tenders without assigning any reason.
- Earnest Money Deposit:** Bidders must submit a refundable Earnest Money deposit in the form of a Pay Order equivalent to 2.5% (two and a half percent) of the quoted price, payable to **International Islamic University Chittagong**, along with the quotation. The Earnest Money will be refunded upon completion of the selection process.
- Bidder Experience Requirement:** Bidders must have successfully completed at least three (3) similar projects, each with a value of Tk. 3 crore (30 million) or more.
- Necessary Documents:** Bidders must submit valid copies of the following documents: Trade License, BIN, TIN, IRC, Company Profile, Annual Turnover Report, and any other relevant documents.
- Site visit:** Bidders are required to visit the IIUC project site prior to submitting their quotations.

- Scope of Work:** This Work Order includes the supply, installation, configuration, and commissioning of data center and network up gradation products as specified in the approved project documentation/schedule. It also includes associated services such as personnel training, licensing, and support.
- Training:** The supplier shall provide comprehensive, hands-on training to at least six (6) personnel from the IT Division (ITD) on all supplied network devices and related management systems. The training must be conducted by OEM-certified trainers and must cover topics including device configuration, troubleshooting, maintenance, and network/system monitoring.

The supplier shall bear all necessary costs and arrange a one-time professional certification examination, relevant to their products, for a minimum of six (6) participants.

A total of **15 days of training** must be scheduled and finalized within **seven (7) days** of receiving the Work Order.
The training shall be conducted as outlined below:

- Days 1-5:** Online training sessions, conducted for **at least three (3) hours per day**. This phase must commence **immediately before** the installation of the products.
- Days 6-10:** On-site training at the **IIUC premises**, delivered by the supplier's qualified technical personnel, for **at least three (3) hours per day**. This phase must commence **immediately after** the completion of installation.
- Days 11-15:** In-person training at the **supplier's or OEM's official training center**, for **at least three (3) hours per day**. This phase must commence **after the successful installation**.

Each phase must be structured to ensure **effective knowledge transfer and hands-on experience** for the relevant personnel.

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The supplier shall be fully responsible for all expenses related to the training program, including logistics, travel, accommodation (if required), training materials, and certification costs.

The training schedule may be adjusted in consultation with the client, subject to mutual agreement.

4. Support Services

- **Online/Mobile Support:** The supplier shall ensure instant online or mobile phone support for any technical issues during the warranty and support period. In this regard, specific information (contact number and name of the responsible person or team) for technical support must be provided from day one.
- **On-site Support:** The supplier must provide physical on-site support within 24 hours of issue reporting, or as per specific requirement stated by the Customer.

Bidders should clearly mention their service & support process in details during the 5(five) years Warranty period.

5. **Licensing:** The supplier must clearly specify and provide all necessary software and hardware licenses associated with the supplied products. This must include, but is not limited to, the following details:

- Duration (perpetual or subscription-based)
- Renewal terms
- Support and update entitlements
- Number of users/devices covered
- Any third-party licensing agreements involved

All licenses must be registered in the name of the Customer and must be fully transferable and renewable by the Customer without restriction.

The product lifecycle status—including the product's end-of-sale date or end-of-life timeline—must be specified for each item.

6. Security Money Deduction

- A deduction of **2% of the total Work Order value** shall be retained as security money for a period of **three (3) years** from the date of successful completion and handover.
- A further **2%** shall be retained for an additional **two (2) years**.
- The total retained security money shall be released at the end of five (5) years, subject to satisfactory performance and no outstanding technical or contractual issues.

7. **Delivery and Installation:** All products must be delivered, installed, and made fully operational within **45 working days** from the issuance of the Work Order. Any delay beyond the agreed timeline, without valid justification, may result in penalties or cancellation of the order.

Installation must be carried out in a manner that does not disrupt existing IT services.

Bidder must carry out on site installation, testing and commissioning. In consultation with IT Division, bidder must configure appropriate security and administration related policies, must do integration with other related hardware/software required to make the Network functional and shall provide respective documentation to IT Division.

The **DMZ configuration for the Next-Generation Firewall (NGFW)** must ensure the following:

- Internal users on the LAN can securely and directly access software and servers.
- External users can access necessary resources online with appropriate security controls in place.

To fulfill this requirement, the supplier must deploy qualified software and network technical experts who will work closely with the IT Division to deliver a complete, secure, and fully functional solution.

The supplier must submit a proposed design/Layout along with their tender/bid documents. This layout should clearly include and mention the maximum data flow capacity through/among different Network devices (from ISP→Router→Firewall→Switches [Core Switches,

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Server Farm Switches, and Distribution Switches of Academic/Admin buildings] and for specific pilot project [installation Wi-Fi service at a specific Academic Building] devices [switched and Aps]).

For campus controller/ campus network monitoring system, it is required the price offer for hardware and software part of the controller individually. It is asked for submit the price of hardware and software part of the controller separately.

For Modular [Multi-mode & Single mode]/ DAC Cable, it is requested to give a unit price of these items separately as reference.

8. **Warranty:** The manufacturer's warranty part number must be clearly stated. The supplier and the OEM (Original Equipment Manufacturer) shall provide a minimum of three (3) years and up to five (5) years of comprehensive warranty on all hardware and software supplied, as specified in the schedule.

- OEM technical solution support
- Patch updates and new software upgrades
- RMA (Return Merchandise Authorization) replacement
- All required parts and labor

The warranty coverage shall commence from the **date of commissioning**.

During the warranty period, all support—including troubleshooting, repairs, or replacements, whether provided online or onsite—must be **rendered free of cost**.

Extended warranty terms, if applicable, must be clearly defined.

9. **Compliance:** All supplied products must comply with industry standards and be compatible with the existing infrastructure. The supplier must also comply with the Customer's IT security and procurement policies.
10. **Documentation:** Complete product documentation, user manuals, warranty certificates, license keys, Project Completion Certificate (especially in educational institutions), technical personnel profiles, and training materials (to be provided prior to training) must be submitted in both digital and printed formats.

Manufacturer Authorization Certificate to be submitted along with the bid & the bidder should be at least Premier Level Certified Partner of the respective OEM.

11. **Payment:** After successful installation and full compliance with the above-mentioned terms and conditions, the supplier shall submit the invoice to the Purchase & Procurement Division (PPD). The PPD will take the necessary steps to process the payment in accordance with organizational procedures.
12. **Others:** Suppliers/Vendors must provide unit prices for each individual item. The quantities of the devices/items listed in the schedule are subject to change or may be excluded entirely. Both financial and technical aspects of the proposals will be thoroughly evaluated.

M. D. Alam 22.09.2025
(Mahmudul Alam)
Director (In-Charge)
Purchase and Procurement Division
International Islamic University Chittagong
Cell: 01737 842486

Signature of Bidder:

Name:

Mobile No.:

Address: