Terms of Reference
For
Cisco Meraki device procurement Agreement

Service Desk Contact Info:
PABX # 1777
Mobile# +88 017 292 10 777
Email: ITSupport@wvi.org
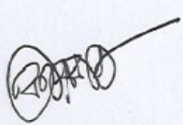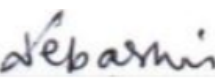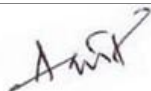
Classification:
¨ Open / Unrestricted (O)
√ Internal (I)
- Confidential (C)
¨ Secret (S)

Document Control

Document Information

	Information
Document ID	WVB/ICT/021/082
Document Owner	*WVB ICT*
Issue Date	*01 November 2021*
Last Saved Date	*30 November 2021*
File Name	*TOR for Meraki Device purchase Contract _WVB_ICT_021_082_A01*

Document Approvals

Role	Name	Signature	Date
Project Review	Stanislious Rozario		
	Kajol Xavier Gomes		
Project Manager	Ripon Jony Roy		
	Kallol Sarker		
Project Coordination	Jerald Rozario		
	Shamima Rashid Sumi		
Project Implementer	Mahamudul Hassan (TL)		
	Debashish Debnath		
	Amit Kumar Paul		
	Dilip Roy		
	Chayan Khisa		
	Sumon H Costa		
SCM Manager	Alfred Ghosh		

Contents

1   Executive Summary

World Vision is a Christian humanitarian organization dedicated to working with children, families, and their communities worldwide to reach their full potential by tackling the causes of poverty and injustice. Working in nearly 100 countries around the world, World Vision serves all people, regardless of religion, race, ethnicity, or gender.

During the last few years World Vision Bangladesh (WVB) has extended its' operation to remote village level and supporting its operation through 67 remote offices and 2 Zone offices (total number of 69 Zone- remote offices) and the National Office (NO) being located at Abedin Tower, Banani, Dhaka. All WVB ROs having router (Mikrotik) and switch (Cisco) are connected via 4 Mbps MPLS connection to the NO having Edge Routers (Cisco), UTM (Meraki) There are 10 physical Dell servers, 2 Dell Storage Server, 3 Dell 42u Rack and located in the National Office Data Centre. There are various industry standard as well as proprietary applications – such as Cloud based (at WVI Malaysia Data Centre), Desktop /Web Interface on Virtual Environment on HyperV (at NO Data Centre) - are serving our ICT (Information and Communication Technology) users to perform their day-to-day job and to collect various data from the field level.

The ICT Department is seeking to engage a single vendor/ supplier/ partner/ (addressed as 'vendor' in this document) to provide world vision Bangladesh Cisco Meraki Network switches and Cisco Meraki Access Points in shortest time when World Vision need and provide them any work order. World vision Bangladesh will not purchase bulk but need basis which quantity may varies from one to any numbers within two years the total number of Meraki access point as per assumption and road map of global ICT we can assume minimum number of Cisco Meraki Access points and Switches which may require by World Vision Bangladesh to make a purchase contract.

Document Summary:

Due to Pandemic covid-19 worldwide travel, supplies and business, production has been shut down. From manufacturer to consumer, service provider to beneficiary, government to non-government all activities gone limited for a certain time. Most of the operation has been performed using technology as an work from home model.

A strong ICT infrastructure and ICT expert team handled the ICT operations very smoothly all over World Vision Bangladesh. ICT department observed that Due to pandemic backlog in production procurement time and delivery delay from vendor/Manufacture's side has raised tremendously. When we need end-user equipment's it impacts only one or few users which may handle by internal backup or sharing resources but if an infrastructure level equipment's get out of order then an office or all users of that office impacted together and no backup is possible to provide as it's not a category of regular used equipment and vendors also order them from mother company and most of the time they do not store large number of equipment with them self. After pandemic all leading company specially Cisco Bangladesh noticed any Cisco product can be taken time of minimum five month of delivery from the order date. World vision Bangladesh looking a vendor who can deliver those items within

TOR for Meraki Device purchase Contract _WVB_ICT_021_082_A01

shortage time by always having some buffer with them and provide us throughout the year as necessary or any quantity that we order. They will provide coemptive market price where World Vision Bangladesh will select one best vendor and having a purchase contact with them for next three years. Every end of global financial year World vision Bangladesh will arrange a price review meeting with the contracted vendor and realign the price for the listed products. World Vision Bangladesh will have a assumption of quantity to be purchase within contact period so that vendor can arrange the hardware's as per to minimize delivery timeline to keep World Vision smooth ICT operations for the users of National office/Clusters and all over the field offices.

This Trems of reference has been prepared to describe the needs of World Vision Bangladesh and to get the contract agreement with any good quality vendor who can fulfil the needs as described.

1.1 Vision

i. To maintain high uptime for country wide ICT infrastructure and Digital service.

ii. To provide the high-quality, reliable and quick ICT solutions for all remote office including national office.

1.2 Objectives

1.2.1 Business Objectives

i. To deliver better services for ICT resource users

ii. Extend support to keep smooth digital services within World Vision Bangladesh.

iii. Minimize infrastructure downtime due to Cisco Switch and Meraki Access point procurement or replacement.

iv. Smooth implementation of Global Office road map for Cloud base control and technology transformation by FY 23.

1.2.2 Technology Objectives

I. To get technical support in critical troubleshooting

II. To get 24x7 support and response

III. To get onsite visit by qualified Engineers

IV. To get scheduled maintenance

1.3   Scopes

I.   To get Delivered Cisco switch and Meraki Access points within agreed time as per contract.
II.   To get assistance to deploy licenses in Meraki dash board as well as configure as necessary.
III. Provide support to Physically mount/plug devices to remote offices if necessary after OBI has been done at World Vision Bangladesh National office. (as the primary delivery point is National office for open box inspection and tagging).
IV.   To get any after deployment support as needed during warranty period.

1.4   Requirement Engineering

The selected vendor is expected to do following as a part of requirement engineering after receiving LOI (Letter of Intent):

i.   Vendor needs to arrange a workshop (if necessary) for requirement engineering to finalize the models of Cisco Meraki Switches and Access Points.

ii.   Vendor should arrange knowledge sharing session (on all setup and configure) with WVB ICT team.

1.5   Engineering Support

This includes surveys and other information gathering, as required, to document configuration, to determine specific operational capability requirements, development of installation plans, determine personnel/equipment requirements, and develop an EID, UAT, and Bill of Materials (BOM) for WVB review and approval. The selected vendor shall also:

- Be responsible for the supply, installation, Integration, testing and commissioning of all Network Switches and Meraki Access points functional as per business objective.

- Provide Comprehensive system documentation of system deployed including Diagrams, labelling, schematics, configuration, SOPs, orientation, if wvb asked for each time supply or deployment during the contract period.

1.6   Implementation Support

This includes Design, installation, Configurations, test and acceptance, and transition support

The selected vendor shall:

- Ensure that the supplied equipment/system/software is fully operational, new and performs properly and meet technical specification with evidence based documentation.

- Be responsible for warranty and support service for the period as specified in the BOM(Apendix-2). 1 (one) to 5(five) or 10 years post-sales services (as per BOM framework product warranty and licensing model) for all the equipment provided, without any extra cost or hidden charges. This time will start just after product handover. The Purchase contract will be for two years but and vendor will provide after sell supports for the sold items as long each device will have active licenses or they will also take care farther renewal of the device licenses if world Vision Bangladesh asked for.

- Provide consultancy, guidance to improve where necessary to make those devices more functional or smooth if found any.

- Assist network high level and low level designs, services design, etc. if requested or applicable.

- If World Vision Bangladesh needs to extend this contact, they can and also can terminate the contact base on urgent issues of the organization at any time.

1.7   Deliverables

Vendor will provide, unless otherwise directed, the following deliverables:

- Warranty as per product warranty rule and onsite support from the delivery date for all of the supplied equipment/system/software should be maintained as per product warranty.

- Vendor needs to ensure he has sufficient resources at hand to meet the following response and resolution time:

   o   Critical Event – Any failure affecting data storage data access, data recovery. Expected Resolution Time: Within 12 hours of vendor notification.

   o   Major Event – Redundancy Outage – Any failure resulting in loss of redundancy. Expected Resolution Time: Within 48 hours of vendor notification.

- While faulty parts replacement could take up to thirty (30) days for local repair/replacement and sixty (60) business working days for foreign repair/replacement if applicable.

1.8   Severity Level

Vendor will provide centralized single contract info for 24 X 7 support with following SLA Matrix:

Priority	Designation	Impact	Response Initiation Time	Response Window	Service Restoration Time	In case of workaround for an issue resolution time no more than (Problem Management window)
P1*	Critical	Outages affecting traffic flow	Immediate	24 x 7	12 Hours	20 business days
		Requests critical in nature				
P2*	Major	Loss of network (redundancy)	Immediate	8 x 7	48 Hours	30 business days

Definition of Severity:

Critical (P1)

Critical events severely affect service, capacity/traffic and maintenance capabilities. Critical events require immediate corrective action, regardless of time of the day, or day of the week. Critical Failure is deemed to exist when e.g.:

- ✓ Traffic or system capacity is reduced.
- ✓ There is a failure of a major network element component or a loss of operational capability
- ✓ There is a significant reduction of revenue generating capability (more than daily average)

Major (P2)

Urgent event causes such a conditions that seriously affect system operation, maintenance, and administration. Urgent events require immediate attention. Urgent Failure category is deemed to exist when e.g.:

- ✓ A non-service imparting network element component (e.g. network management port) fails
- ✓ Traffic capacity has no impact
- ✓ There is a loss of network redundancy

TOR for Meraki Device purchase Contract _WVB_ICT_021_082_A01

1.9   Stakeholders

Stakeholder	Interested in
National Director	Alignment with Organization vision and strategy
ICT Department	Providing planning, implementation and operation support services
All other departments	Benefited as general ICT resource users.
Remote Offices	Benefited as general ICT resource users.

1.10   Quality Control

1.10.1 Vendor QA

The vendor shall perform Quality Assurance (QA) on all vendor-installed material, equipment, cable, and power systems as per best commercial practices. The vendor QA shall report any discrepancies between what was ordered and what is delivered/ implemented performed to the WVB Lead and QA within reasonable time of discovery for resolution.

No material should be substituted with an alternate product unless/ otherwise approved by the WVB prior to delivery. The vendor shall correct all deficiencies reported by WVB QA personnel/ who will inspect the supplies equipment.

WVB will perform an OBI open box inspection as per WVB policy.

3.3.3   Vendor Furnished Resources

i.   All replacement parts or provided hardware's shall be new or Original Equipment Manufacturer (OEM) components or a WVB approved equivalent. When the vendor desires to use equivalent parts, the vendor shall submit a listing of the equivalent parts for WVB approval prior to procurement.
ii.   In the case of commercially available parts, complete information as to manufacture (i.e., type of materials, place of manufacture, manufacturer's part number or catalogue number)
iii. In the case of specially manufactured parts, all plans and specifications shall be submitted for approval. Prior to install in this task order, all specially manufactured parts shall be subjected to any and/or all tests as directed by the Senior IT

TOR for Meraki Device purchase Contract _WVB_ICT_021_082_A01

Management or SME, at the vendor's expense, to ensure compliance with the plans and specifications previously approved.

iv. In no event shall the vendors propose to procure or fabricate equipment, parts, software or materials prior to issuance of a verbal approval from the WVB.

3.5   Agreement Duration

i. The procurement contract duration should be for three years with selected vendor to complete a replacement cycle of current Cisco Switches and Access Points with Cisco Meraki Switches and Access Points for all offices of World Vision Bangladesh

ii. World Vision reserve all rights to terminate the contract with the vendor with a prior notice of one month.

3.6   Return on Investment (ROI)

Hear

i. Reduce ICT infrastructure down time will keep running ICT services.

ii. Remote office device deployment time will be shortened.

iii. WVB can procure the items without delay of 6 months which is a general time delay announced by Manufacturers all over during Covid.

iv. Over all ICT smooth operation will helps to increase productivity.

4.1 Risks

ICT WVB has identified some initial generic risks related to this service plan. The vendor is also encouraged to review this risk and consult and execute some mitigation of risks. Some typical risk identified for this service plan as follows.

Description	Likelihood	Impact	Mitigating Actions
Service failure – cost/time overrun or quality issues	High	High	Vendor's previous dealing with WVB and other NGO/ iNGOs should be verified
Organizational policy not adhered to	Medium	Low	After selection of vendor, they should be introduced with organizational policies
Vendor fails to provide services/ product as committed or change their business strategy or shutdown their business	High	High	Vendor's previous dealing with WVB and other NGO/ iNGOs should be verified.

11

Description	Likelihood	Impact	Mitigating Actions
Technical obsolesce of service product / services	Low	Medium	Vendor should provide necessary actions to mitigate this risk.

4.2   Assumptions

- There will be no changes in legislative, business strategy or policy during contract period that may go against the expected deliverables/Scoops.
- Prices of Hardware's will NOT increase during the course of the contract.
- Selected vendor is expert enough to successfully complete the supplies.
- World Vision Bangladesh can complete the total replacement of the old technology within the contract period and get the proper budgets accordingly.

4.3   Constraints

- Budget/ scope and time allocated is fixed and does not allow for overrun.
- The services must be implemented after-hours to minimize the operational impact on the business.

World Vision

Appendix-1: General Compliance

Serial	Requirement	Compliant Yes / No	Comments
1.1	Vendor is preferred to be a Technical Support partner in the region for proposed Hardware and Software. Partnership document/authorized distributor certificate must be submitted along with all other documents. Please mention Cisco certified expert in vendors team	Yes	
1.2	Vendor must provide default support scheme of 8x7x365.	Yes	
1.3	Turn-key project implementation should be done by the factory trained engineers on the proposed technologies and WVB ICT staff will be only involved during UAT and after.	Yes	
1.4	At least three customer reference of similar implementation for the proposed work.	Yes	
1.6	Able to provide all listed documents.	Yes	
1.8	Vendor to provide Typical Escalation Process flow chart for post implementation support.	Yes	

TOR for Meraki Device purchase Contract _WVB_ICT_021_082_A01

Appendix-2: Hardware's under Purchase contract

SN	Item description	Service duration(Month)	Quantity	FY 22	FY 23	FY 24
1	MR46-HW	Meraki MR46 Wi-Fi 6 Indoor AP	100	50	50	If Carry forward
2	LIC-ENT-5YR	Meraki MR Enterprise License, 5YR	100	50	50	If Carry forward
3	MS120-24P-HW	Meraki MS120-24P 1G L2 Cld -Mngd 24x GigE 370W PoE Switch	70	20	50	If Carry forward
4	LIC-MS120-24P-5YR	Meraki MS120-24P Enterprise License and Support, 5 Year	70	20	50	If Carry forward
5	MS120-48P-HW	Meraki MS120-48P 1G L2 Cld -Mngd 24x GigE 370W PoE Switch	8	0	0	If Carry forward
6	LIC-MS120-48P-5YR	Meraki MS120-24P Enterprise License and Support, 5 Year	8	0	0	If Carry forward
7	MS350-48LP-HW	Meraki MS350-48P 1G L2 Cld -Mngd 48x GigE 370W PoE Switch	1	0	0	If Carry forward
8	LIC-MS350-48P-5YR	Meraki MS350-48P Enterprise License and Support, 5 Year	1	0	0	If Carry forward

TOR for Meraki Device purchase Contract _WVB_ICT_021_082_A01