



Alexandria International Container Terminal Company S.A.E

(Private free Zone Company)

Request for Proposal

For

Internet Services over Microwave+ 4G Backup for National Operation

Centre Start-up Reference No. T/AICT/IT/04/2025

(Version 1.0)

April 2025

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1 INTRODUCTION

1.1 Our work

Alexandria International Container Terminal Company S.A.E is a part of the Hutchison Port Holdings' (HPH) global network of container terminals. HPH is the leading independent port developer and operator in the world. In its short operating target, ALEXANDRIA INTERNATIONAL CONTAINER TERMINAL COMPANY need to establish itself as the preferred terminal operator by achieving high levels of operating efficiency and customer satisfaction.

1.2 Purpose

Alexandria International Container Terminal Company S.A.E invites qualified vendors to submit their best competitive solutions to provide a comprehensive solution for various services and hardware to have excellent implementation and cover all technical requirement to achieve operation needs for National Operation Center (NOC) in Cairo.

2 Internet Services Over Microwave

2.1 Scope of work

We are seeking proposals from qualified service providers to deliver high-quality Microwave connectivity solutions for our organization. Our requirements include 100 Mbps internet over microwave with 4G backup service. The selected provider will be responsible for ensuring reliable and efficient VPN Site to Site connectivity services across our branches and National Operations Center (NOC), with stringent Service Level Agreements (SLAs) to guarantee performance and uptime.

2.2 Technical requirement

1. Internet service over MW + 4G Backup:

- Provision of a 100Mbps Internet over Microwave + 4G backup.
- Service provider will be responsible for VPN site to site legality approval
- Service provider will be responsible to make sure that coverage of 4G is sufficient to provide reliable backup

2. Sites Data

Branch Name	Address in details	Contact Person	Landline Number
NOC	306 Corniche El Nile Street, Al Isaweyah, Maadi, Cairo Governorate.	01000051787	024220301

2.3 Service Level Agreement (SLA)

This Service Level Agreement (SLA) defines the terms and conditions under which the Service Provider shall deliver our communications services. It outlines the quality, availability, support levels, responsibilities, and remedies in the event of service failure.

Service Commitments

- **Service Availability:** The communications services shall be available 99.9% of the time per calendar month, excluding scheduled maintenance.
- **Bandwidth Performance:** A minimum bandwidth of 100 Mbps shall be provided under normal conditions.
- **Fault Response Time:** Initial response to fault reports shall occur instantly after notification.
- **Fault Resolution Time:** Service faults shall be resolved within 8 hours from the time of report.

Technical Support

- Support is available 24 hours a day, 7 days a week.

Service Degradation and Compensation If the service availability or performance falls below the agreed thresholds, we shall be entitled to one or more of the following remedies:

- Pro-rated service credit based on the duration of the outage or degradation.
- Option to terminate the contract without penalty in case of repeated SLA failures for more than 3 times per month.

Data Privacy and Confidentiality

- The Service Provider agrees to treat all our data and communication as confidential.
- No data shall be shared with third parties without prior written consent, except where required by law.
- The Service Provider implements reasonable technical and organizational measures to protect our data from unauthorized access, loss, or damage.

Performance Metrics for Evaluation

To ensure the highest quality of service, the following performance metrics will be evaluated:

1. **Download and Upload Speeds:**
 - Consistent delivery of the advertised speeds (100Mbps for Internet services) during peak and off-peak hours
 - Consistent delivery of the advertised speeds (60Mbps for backup 4G) during peak and off-peak hours
2. **Latency:**
 - Low latency levels to ensure minimal delay in data transmission, with a target of less than 20 milliseconds
3. **Packet Loss:**
 - Minimal packet loss, with a target of less than 1% during peak hour
4. **Web Browsing Performance:**
 - Efficient webpage load times, with a target of less than 2 seconds for standard pages.

3 PREPARATION OF BID

3.1 Language of Bid

The Bid prepared by the Bidder, as well as all correspondence, documents relating to the Bid exchanged by the Bidder and ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E, supporting documents, and printed literature shall be written in English.

3.2 Documents Comprising the Bid

Each bid shall be in two parts: -

- A. Part I- Technical Proposal.
- B. Part II- Price Proposal.

The two parts should be in two separate covers, each super-scribed with the name of the Project as well as “Technical Proposal” and “Price Proposal” as the case may be.

Must provide the technical proposal in both hardcopy and softcopy. ***The Supplier cannot quote for the project in part.***

3.2.1 Part I - Technical Proposal.

The technical proposal should reflect the ability of service supplier and must include the following:

- 1- Company profile with previous implemented project.
- 2- The vendor must be partner of delivered device model and certified.
- 3- The delivered solution including OS and software must pass the vulnerability security scanner and hardening based on CIS standard.
- 4- A project plane must be provided for implementation.
- 5- Solution design and architecture to be delivered and approved by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E before project start-up.
- 6- Deliver project documentation samples from previous project to ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E as guidance before starting project implementation.
- 7- A project documentation must be delivered after project completed.
- 8- The project is a turnkey solution.
- 9- CV for project implementers to be included and be reviewed by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E team before project implementation start up and ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E have the right to reject anyone.
- 10- Delivery and acceptance criteria for each implemented point in the project will be reviewed by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E before start implementation.

3.2.2 PART II - PRICE PROPOSAL.

- 1- Company Financial Documents
- 2- All prices should be itemized and item price to include all related cost.
- 3- All prices are in Egyptian pound or USD.
- 4- Payments quoted in USD will be settled in EGP according to the Central Bank of Egypt exchange rate at the time of payment.

- 5- Price must include VAT and customs fees.
- 6- 2024 company's budget.

3.3 Submission of Bids

- 1- **Sealing and Marking of Bids:** The Bidders shall seal the envelopes containing "Technical Bid" and "Price Bid" separately and the two envelopes shall be enclosed and sealed in an outer envelope. The Bidder should additionally submit soft copies of the Technical Specification on CD.
- 2- **Deadline for Submission of Bids:** Bids must be received by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E at the address specified, no later than the date and time specified in the Invitation to Bid.
- 3- ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E may, at its discretion, extend this deadline for the submission of Bids by amending the Bid Documents, in which case, all rights and obligations of ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E and bidders, previously subject to the deadline, will thereafter be subject to the deadline as extended.
- 4- **Clarification of Bids:** During evaluation of the Bids, ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E, at its discretion, may ask the bidder for clarification of its Bid. The request for clarification and the response shall be in writing, and no change in the prices or substance of the Bid shall be sought, offered, or permitted.

4 TERMS AND CONDITIONS

4.1 Assignment

The Supplier shall not assign, in whole or in part, its obligations to perform under the Contract, except with the ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E's prior written consent.

4.2 Bidders:

The qualified bidder for this tender and his sub contactors must be Partner in the scope of requested equipment.

4.3 Quantities

Material quantities as specified are approximate and no guarantee is implied that the exact amount will be purchased.

4.4 Response and Resolution

The response and resolution time is mentioned for each service project in scope section.

4.5 Prices:

- a) All prices must be in Egyptian pounds or USD and valid for 120 days after closing date of tender. However, for offers in USD, payment will be in EGP according to CBE rates at the date of payment.
- b) The item prices are deemed to include all costs, freight, and other expenses (including customs and VAT) incurred by Supplier in delivering the goods to the location to Cornish Maadi Cairo Egypt as specified and performing his obligations under this Agreement.
- c) The prices are fixed and shall not be subject to any variation. The supplier shall absorb the parts and labor of any missing components, if any, required to connect the items purchased by Alexandria International Containers Terminals S.A.E under this Agreement.

4.6 Risk, Loss, or Damage

ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E, unless otherwise stated, shall not be responsible for any risk, loss or damage caused by events beyond ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E's control, including but not limited to the goods which are in the course of delivery to ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E, whether by land, sea or air, that will include any governmental or customs regulations.

4.7 Delivery Time

The SUPPLIER shall deliver the goods to ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E in accordance with the project schedule. In the event that SUPPLIER fails to deliver the goods on time, ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E shall have the right to cancel the order and/or claim any other form of relief or damages from supplier.

4.8 Acceptance by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS

All deliveries of goods shall be subject to inspection and shall not be deemed to have been accepted until ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E furnishes the Supplier with a formal acceptance notice. The signing of the Delivery Note by ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E is not deemed to be acceptance.

4.9 Warranty:

SUPPLIER warrants that goods delivered shall be free from defects in materials and workmanship. SUPPLIER undertakes to replace any defective parts and components and make good all defects in the goods swiftly and bears all costs including transport charges for replacing and repairing the defective goods.

4.10 Payment

Each Project will have specific Payment terms.

ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E shall assess a penalty on deliveries, which are not made in accordance with the project schedule; Penalty shall be in the amount of 1% percent of the section purchase price per week up to a maximum penalty of 10% of the purchase price.

4.11 Contract Terms and Conditions

ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E shall provide the supplier with all necessary documents to facilitate issuance of annual permanent gate permits for the supplier's technical support team and to be able to access sites at any time, in the event that the supplier was unable to issue a yearly permit.

The supplier has the responsibility of in/out transport of the spare parts needed inside the ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E locations as ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E will help the supplier to get their custody book.

The supplier shall not alter, modify, or change any configuration on any hardware/software without a written permission from ALEXANDRIA INTERNATIONAL CONTAINERS TERMINALS S.A.E.

5 DISCLAIMER

The information contained in this Request for Quotation (RFQ) document or information provided subsequently to bidder(s) or applicants whether verbally or in documentary form by or on behalf of Alexandria International Containers Terminals S.A.E, is provided to the bidder(s) on the terms and conditions set out in this RFQ document and all other terms and conditions subject to which such information is provided.

This RFQ is neither an agreement nor an offer and is only an invitation by Alexandria International Containers Terminals S.A.E to the interested parties for submission of bids. The purpose of this RFQ is to provide the bidder(s) with information to assist the formulation of their proposals. This RFQ does not claim to contain all the information each bidder may require. Each bidder should conduct its own investigations and analysis and should check the accuracy, reliability, and completeness of the information in this RFQ and where necessary obtain independent advice. Alexandria International Containers Terminals S.A.E makes no representation or warranty and shall incur no liability under any law, statute, rules, or regulations as to the accuracy, reliability or completeness of this RFQ. Alexandria International Containers Terminals S.A.E may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFQ