

Supply and Installation of Starlink Business Internet Service

Procuring Entity	People's Majlis
Document Type	Full RFP/TOR

Scope

- The People's Majlis requires one fixed-site Starlink Business connection at the People's Majlis Secretariat as a backup internet service. The service shall remain active and ready for use if the primary connection fails; normal usage is expected to be low.
- Service location: People's Majlis Secretariat, Medhuzyaarai Magu, Malé 20080.

Scope of Work

- Bidders shall attend the site survey on the date specified in the parent RFP and confirm the terrace installation, safe cable route to the 12th-floor IDF, available fiber strands and path to the 7th floor, LC/UPC cassette compatibility, power requirements, and all required equipment.
- Supply and install one Starlink Business fixed-site connection with the Local Priority 2 TB service plan. The dish model is not prescribed.
- Supply and install all required terminal equipment, mount, cabling, powered media converters, and the new fiber run from the terrace to the 12th-floor IDF. Terminate and patch through the LC/UPC fiber cassette into the existing fiber path to the 7th floor. Do not connect to the 12th-floor switch.
- Provide a DHCP-enabled RJ45 Ethernet internet handoff at the 7th-floor router location. The People's Majlis will provide and configure its own router and internal network.
- Register the Starlink account to an email address provided by the People's Majlis, and hand over account access credentials.
- Keep the service active as a backup connection. No additional data block or other chargeable add-on may be purchased without prior written approval from the People's Majlis.

Technical Requirements

Parameter	Requirement
Service plan	One fixed-site Starlink Business Local Priority 2 TB service plan, billed monthly. The service shall remain active as a backup connection.
Published service level	The offered terminal and service arrangement must qualify for Starlink's published 99.9% Local Priority Service Level Agreement. Bidder shall identify the supplied hardware and provide the applicable SLA terms.
Terrace installation	Dish positioning, mounting, obstruction clearance, cable route, weatherproofing, power, and required accessories shall be verified during the site survey and included in the complete offer.
Fiber backhaul	Provide the required new fiber run from the terrace to the 12th-floor IDF and use powered media converters to deliver internet over fiber to the 7th-floor router location. The 12th-floor cassette interface is LC/UPC. Confirm fiber type, strand availability,

Parameter	Requirement
	distance, polarity, and patching during the site survey. Do not use the 12th-floor switch.
Network handoff	Provide a working RJ45 Ethernet handoff with DHCP-compatible WAN addressing for the People's Majlis router. The supplier is not required to supply, configure, or connect to the People's Majlis router or internal network.
Account and control	Register the service to the email address supplied by the People's Majlis and provide account login credentials at handover so the People's Majlis retains account access and control.
Support and replacement	Provide support on weekdays from 8:00 a.m. to 5:00 p.m. Maldives time. Replace failed supplier-provided equipment during the contract; the replacement cost shall be included in the quoted price. No response-time target is specified.
Additional data	State all available additional data block sizes and rates. No additional data may be ordered or charged without prior written approval from the People's Majlis.
Speed	No separate minimum download or upload speed is specified. The service must pass the connectivity demonstration in the acceptance requirements.

Deliverables

- One installed, active Starlink Business Local Priority 2 TB connection at the specified site.
- Working RJ45 Ethernet handoff at the 7th-floor router location over the completed fiber path.
- Starlink account login credentials for the account registered to the People's Majlis-provided email address.
- Equipment handover record listing the make, model, and serial number of each supplied item.
- Brief installation record identifying the fiber route, LC/UPC cassette patching, media converters, and any relevant service account or equipment details.
- Applicable Starlink Local Priority SLA terms and confirmation that the offered hardware and plan qualify.

Acceptance and Testing

- Demonstrate active service and internet connectivity using the supplier's laptop connected to the completed RJ45 handoff at the 7th-floor router location.
- Confirm the service is active on the Local Priority 2 TB plan and that the account is registered to the People's Majlis-provided email address.
- Provide account credentials, equipment make/model/serial-number record, and installation/fiber handover record.

Warranty and Support

The supplier shall provide weekday support from 8:00 a.m. to 5:00 p.m. Maldives time. Failed supplier-provided equipment shall be replaced during the contract period. Replacement costs must be included in the quoted price. No response-time target is specified.

Terms and Conditions

- The initial contract period is 24 months from acceptance. The contract shall be reviewed and reworked after two years. The service shall continue on the existing terms after the two-year point until replacement terms take effect.
- Monthly service shall be invoiced post-paid in arrears on credit. Payments shall be made under applicable government procurement rules. No advance payment shall be required.
- Hardware shall be priced separately from the monthly service fee and charged as a one-time post-paid price for hardware only. No monthly hardware installment option shall be included. The People's Majlis shall own supplied equipment.
- Installation, mounting, fiber work, termination, media converters, and commissioning costs shall be identified separately.
- Replacement costs for failed supplier-provided equipment during the contract shall be included in the quoted price.
- Bidders shall state available additional data block sizes and rates. Additional blocks or chargeable add-ons may only be purchased after prior written approval from the People's Majlis.
- All service, hardware, installation, and optional data pricing shall be quoted in the currency required by the parent RFP.
- Bid submissions shall be typed and submitted electronically in accordance with the parent RFP.

Schedule of Prices - Reference

No.	Description	Unit	Qty	Pricing	Remarks
1	Starlink terminal hardware, power equipment, mount, and required accessories. State make/model in Remarks. Quote a one-time post-paid price for hardware only; exclude service, installation, and commissioning. No monthly installment option.	Set	1	Complete in Excel	
2	One-time installation and commissioning of the Starlink terminal and service, including mounting, cable routing, weatherproofing, activation, and handover.	Lot	1	Complete in Excel	
3	New fiber run from terrace to 12th-floor IDF, LC/UPC cassette termination and patching into the existing fiber path to the 7th floor.	Lot	1	Complete in Excel	
4	Required powered media converters and related accessories for the completed fiber-to-RJ45 handoff.	Pair	1	Complete in Excel	
5	Starlink Business Local Priority 2 TB monthly service subscription for the initial contract term.	Month	24	Complete in Excel	
6	Failed-equipment replacement coverage for all supplier-provided equipment during the initial 24-month contract term. Replacement cost must be included in the total quoted price.	Contract	1	Complete in Excel	
7	Optional additional data blocks. Bidder shall list all available block sizes and monthly rates in Remarks. This optional item is not to be included in the grand total; no block will be purchased without prior written approval.	Optional	0	Complete in Excel	