

The logo features a stylized sun-like shape with rays at the top right. In the center, there is a silhouette of three people standing together. The text 'الجهاز العام للضمان الاجتماعي' is written in a circular path around the top of the sun. The text 'الجهاز العام' is at the bottom right, and 'للضمان الاجتماعي' is at the top left.

استناداً إلى محضر لجنة المناقصة العمومية لتزويج تأمين الشبكة الرئيسة والبديلة Wan Connectivity Service وصيانة أجهزتها HW support في الصندوق الوطني للضمان الاجتماعي، المسجل في المديرية العامة تحت الرقم 658 تاريخ 11/03/2025 ، والمصدق عليه بتاريخ 13/03/2025 وبنتيجة المناقصة المعلن عنها على المنصة الالكترونية لهيئة الشراء العام تحت الرقم 111 تاريخ 23/01/2025، وبعد إنتهاء فترة التجديد المنصوص عليها في المادة 17 من دفتر الشروط الخاص بالمناقصة المذكورة، وفقاً لكتاب المسجل في المديرية العامة رقم 658 تاريخ 22/05/2025 ، عملاً بقانون الشراء العام 244/2021 : نبلغكم أن الصندوق يفوض اليكم تأمين الشبكة الرئيسة والبديلة Wan Connectivity Service وصيانة أجهزتها HW support في الصندوق الوطني للضمان الاجتماعي لمدة ثلاثة سنوات متتالية اعتباراً من 10/06/2025 بمبلغ إجمالي مقداره // \$31,200 *3 = \$93,600 // ثلاثة وتسعون ألف ستمائة دولار أمريكي لا غير، بما فيها الضريبة على القيمة المضافة ، واستناداً لدفتر شروط المناقصة العمومية رقم 157 والتي جرت بتاريخ 06/03/2025 وفقاً لكتاب تمديد الموعد النهائي لتقديم العروض المسجل في المديرية العامة تحت الرقم 157 تاريخ 13/02/2025 لا سيما الملحق رقم واحد وللمستندات والتعهدات المقدمة من قبلكم بهذا الشأن، علماً أن التكالفة الشهرية لخدمة ربط مراكز ومكاتب الصندوق مع المركز الرئيسي عبر شبكة الاتصالات العائنة لشركة ويفز ش. م. ل تبلغ // \$1.300 // شاملة الضريبة على القيمة المضافة ، أما التكالفة الشهرية لصيانة كافة أجهزة الإتصالات تبلغ // \$1.300 // شاملة الضريبة على القيمة المضافة وفقاً لكتاب الشركة المسجل في المديرية الادارية تحت الرقم 3945 تاريخ 2025/06/10

يرجى أخذ العلم وتقديم كتاب ضمان حسن التنفيذ المنصوص عليه في المادة الثامنة من دفتر الشروط الخاص بهذه المناقصة قيمة // \$9,360 فقط تسعة الاف وثلاثمائة وستون دولاراً أميركياً، يدفع نقداً بالليرة اللبنانية إلى المديرية المالية في الصندوق الوطني للضمان الاجتماعي - مصلحة المحاسبة على أساس سعر صرف الدولار الأميركي عبر منصة مصرف لبنان أو إلى صندوق الخزينة واما بمحض كتاب ضمان مصرف في غير قابل للرجوع عنه ، صادر عن مصرف مقبول من مصرف لبنان بين أنه قابل للدفع غب الطلب .

يقدم ضمان حسن التنفيذ باسم المنافضة العمومية تأمين الشبكة الرئيسة والبديلة Wan Connectivity Service وصيانة أجهزتها HW support في الصندوق الوطني للضمان الاجتماعي خلال فترة لا تتجاوز // 15 // خمسة عشر يوماً من تاريخ تبلغكم هذا الكتاب و مباشرة التنفيذ

المدير الاداري بالوكالة

طه نـ. منصـه



الأعتماد متوفّر
فصل ٢ بند ٦ فقرة ٤
طلب حجز رقم ٢ تاریخ ٢٠١٥/٥/٢٣
رقم ٢٧ تاریخ ٢٠١٥/٥/٢٣

شركة ويفر ش.م.ل

رئيس مجلس الادارة د. ناصيف بشاره

ملاصيف بسارة
Marij Beck
WAVES SAL



CNSS Offices, Capacities and locations

CNSS WAN Existing Hardware & Quantities

#	CNSS Offices	مراكز ومكاتب الصندوق	Minimum Capacity	Router	Quantity
1	HQ	المركز الرئيسي	100M	Cisco#	2
2	Zahle- DR	زحلة	50M	Cisco 2821	1
3	Ashrafieh	ashrafieh	6M	Cisco 2821	1
4	Badaro	بدارو	6M	Cisco 2821	1
5	Bir Hassan	بئر حسن	8M	Cisco 2821	1
6	Borj Hamoud	برج حمود	6M	Cisco 2821	1
7	Airport	طريق المطار	12M	Cisco 2821	1
8	Saaedi	سعيدي	6M	Cisco 2821	1
9	Aley	عاليه	4M	Cisco 2821	1
10	Amioun	اميoun	4M	Cisco 2821	1
11	Baabdat	بعيدات	4M	Cisco 2821	1
12	Baalbeck	بلطك	4M	Cisco 2821	1
13	Batroun	بنرون	4M	Cisco 2821	1
14	Beit el dine	بيت الدين	4M	Cisco 2821	1
15	Bent Jbeil	بنت جبيل	4M	Cisco 2821	1
16	Bsharreh	بشي	4M	Cisco 2821	1
17	Bteghrine	بتغرين	4M	Cisco 2821	1
18	Chhim	شحيم	4M	Cisco 2821	1
19	Chekka	شكا	4M	Cisco 2821	1
20	Choueifat	شوفات	6M	Cisco 2821	1
21	Halba	حلبا	4M	Cisco 2821	1
22	Hasbaya	حاصبيا	4M	Cisco 2821	1
23	Jbeil	جبيل	4M	Cisco 2821	1
24	Jezzine	جزين	4M	Cisco 2821	1
25	Jounieh	جونيه	6M	Cisco 2821	1
26	Nabatieh	نبطية	6M	Cisco 2821	1
27	Ras Baalbeck	راس بعلبك	4M	Cisco 2821	1
28	Saida	صيدا	6M	Cisco 2821	1
29	Tyr	صور	6M	Cisco 2821	1
30	Tebnine	تبني	4M	Cisco 2821	1
31	Tripoli	طرابلس	6M	Cisco 2821	1
32	Zgharta	زغرتا	4M	Cisco 2821	1
33	Jnah	جناح	4M	Cisco 2821	1
34	Dora	دوره	6M	Cisco 2821	1
35	Hermel	هرمل	4M	Cisco 2821	1
36	Hamana	حاما	4M	Cisco 2821	1
37	Ghazieh	غازية	4M	Cisco 2821	1
38	Jnah	جناح/نقاية اليهوديين	4M	Cisco 2821	1
39	Marjeyoun	مرجعون	4M	Cisco 2821	1
40	EDL	الكهراء	4M	Cisco 2821	1
41	Rashaiya	راشيا	4M		
42	Deir el ahmar	دير الأحمر	4M		
43	Labweh	لبوة	4M		
44	HQ-BIR HASSAN	بئر حسن	50M	Cisco #	1

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#	CNSS Offices	مراكز ومكاتب الصندوق	Minimum Capacity	Nodes: Locations and types (Main, repeater...)								الحد الأقصى لعدد نقاط الربط
				Node 1	Node 2	Node 3	Node 4	Node 5	Node 6	Node 7	Node 8	
1	HQ	المركز الرئيسي	100M									1
2	Zahle- DR	زحلة	50M									6
3	Ashrafieh	ashrafieh	6M									10
4	Badaro	بدارو	6M									12
5	Bir Hassan	بنر حسن	8M									8
6	Borj Hamoud	برج حمود	6M									1
7	Airport	طريق المطار	12M									1
8	Saaedi	سعدي	6M									1
9	Aley	عاليه	4M									2
10	Amioun	اميون	4M									5
11	Baabdat	بعبدا	4M									4
12	Baalbeck	بعلبك	4M									6
13	Batroun	بطرورن	4M									5
14	Beit el dine	بيت الدين	4M									6
15	Bent Jbeil	بنت جبيل	4M									1
16	Bsharreh	بشرى	4M									3
17	Bteghrine	بنقرن	4M									5
18	Chhim	شحيم	4M									6
19	Chekka	شكا	4M									4
20	Choueifat	شويفات	6M									4
21	Halba	حلبا	4M									7
22	Hasbaya	حاصبيا	4M									5
23	Jbeil	جبيل	4M									4
24	Jezzine	جزين	4M									5
25	Jounieh	جونيه	6M									6
26	Nabatieh	نبطية	6M									7
27	Ras Baalbeck	راس بعلبك	4M									7
28	Saida	صيدا	6M									7
29	Tyr	صور	6M									5
30	Tebnine	تبغون	4M									7
31	Tripoli	طرابلس	6M									10
32	Zgharta	زغرتا	4M									6
33	Jnah	جناح	4M									7
34	Dora	دوره	6M									5
35	Hermel	هرمل	4M									5
36	Hamana	حاما	4M									6
37	Ghazieh	غزيره	4M									6
38	Jnah	جناح/نقلة المهندسين	4M									6
39	Marjeyoun	مرجعون	4M									6
40	EDL	الكرياء	4M									6
41	Rashaiya	راشيا	4M									6
42	Deir el ahmar	دير الأحمر	4M									6
43	Labweh	لوبه	4M									6
44	HQ Bir Hassan	الرئيسي - بنر حسن	50M									1

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CNSS Offices, Capacities and locations

#	CNSS Offices	مراكز ومكاتب الصندوق	Minimum Capacity	Latitude	Longitude
1	HQ	المركز الرئيسي	100M	33.878208	35.463674
2	Zahle- DR	زحلة	50M	33.833466	35.906257
3	Ashrafieh	اشرفية	6M	33' 53' 0.93488"	35' 31' 36.07235"
4	Badaro	بدارو	6M	33' 52' 32.64179"	35' 31' 3.93325"
5	Bir Hassan	بنر حسن	8M	33' 52' 26.16315"	35' 29' 36.08813"
6	Borj Hamoud	برج حمود	6M	33' 53' 41.22193"	35' 32' 23.13172"
7	Airport	طريق المطار	12M	33.845537	35.498463
8	Saaedi	سعيدي	6M	33' 52' 38.76347"	35' 29' 40.88517"
9	Aley	علية	4M	33' 48' 28.26869"	35' 35' 51.581"
10	Amioun	اميون	4M	34' 17' 56.55732"	35' 48' 40.81417"
11	Baabdat	بعبدات	4M	33' 53' 26.61697"	35' 40' 14.23435"
12	Baalbeck	بعلبك	4M	34.00005	36.194899
13	Batroun	بترن	4M	34.25083	35.66241
14	Beit el dine	بيت الدين	4M	33' 41' 9.44799"	35' 34' 40.71554"
15	Bent Jbeil	بنت جبيل	4M	33' 7' 12.85343"	35' 26' 9.19513"
16	Bsharreh	بشرى	4M	34' 14' 56.79928"	36' 0' 38.62976"
17	Bteghrine	بتغرين	4M	33' 55' 39.61755"	35' 44' 19.91144"
18	Chhim	شحيم	4M	33' 37' 2.52203"	35' 29' 20.43436"
19	Chekka	شكا	4M	34' 19' 21.47383"	35' 43' 34.66625"
20	Choueifat	شويفات	6M	33' 48' 21.99363"	35' 29' 58.70176
21	Halba	حلبا	4M	34' 32' 35.18188"	36' 4' 23.98773"
22	Hasbaya	حاصبيا	4M	33' 23' 59.06688"	35' 40' 26.34481"
23	Jbeil	جبيل	4M	34.12701	35.65194
24	Jezzine	جزين	4M	33' 32' 34.3779"	35' 35' 2.10502"
25	Jounieh	جونية	6M	33' 58' 56.44682"	35' 37' 58.48986"
26	Nabatieh	نبطية	6M	33' 22' 22.36508"	35' 28' 52.13672"
27	Ras Baalbeck	راس بعلبك	4M	34' 15' 36.41185	36' 25' 1.67852"
28	Saida	صيادا	6M	33' 33' 53.77219"	35' 22' 23.47046"
29	Tyr	صور	6M	33' 16' 20.73776"	35' 12' 9.5477"
30	Tebnine	تبين	4M	33' 11' 43.28813"	35' 24' 34.02481"
31	Tripoli	طرابلس	6M	34' 26' 22.17174"	35' 50' 16.69384"
32	Zgharta	زغرتا	4M	34' 23' 42.24884"	35' 53' 42.3587"
33	Jnah	جناح	4M	33.8763617	35.4894725
34	Dora	دورا	6M	33' 53' 46.49348"	35' 33' 33.3765"
35	Hermel	هرمل	4M	34.39551	36.3854
36	Hamana	حاما	4M	33' 49' 29.82213"	35' 44' 6.36163"
37	Ghazieh	غازية	4M	33'30' 55.05552	35' 21' 17.90705"
38	Engeneer's bld	جناح	4M	33.8763617	35.4894725
39	Marjeyoun	مرجيون	4M	33'21' 40.26"	35' 35' 30.672"
40	EDL	الكهرباء	4M	33.8958865	35.519623
41	Rashaiya	راشيا	4M		
42	Deir el ahmar	دير الأحمر	4M		
43	Labweh	لبوة	4M		
44	HQ-Bir Hassan	بير حسن	50M	33'52' 26.16315"	35' 29' 36.08813"

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جدول رقم واحد مخصص لإعداد وتأمين شبكة اتصالات رئيسية وبديلة خاصة
بالصندوق الوطني للضمان الاجتماعي

Technical Requirements & Scope of Work CNSS WAN -
Wide Area Networks - Activities and Deliverables

The supplier shall rely on the site visit and on the attached "Annex 2: CNSS Offices, Capacities and Locations" to determine the final needs of this tender

Scope of Work

1. The provision, installation, configuration and integration of routers and modems into the CNSS.
2. The provision, installation, configuration of WAN wide area connectivity to all locations of the CNSS.
The provision, installation, configuration of a Network Management Software to be installed at the main location of the CNSS in the "Main Building" in Beirut.
3. The provision of related on-site support for a period of three years.
4. Related training.

1. Routers and Modems for the Wide Area Network

The supplier shall provide, install, connect, configure, test, integrate and document the installations of routers and modems that are necessary to connect various CNSS sites together in a wide area network as indicated in the attached "CNSS Offices, Capacities and Locations".

For CNSS locations listed in the "CNSS Offices, Capacities and Locations", the supplier is responsible for the following:

1. The provision, installation, configuration and integration of routers.
2. The provision, installation, configuration and integration of modems.
3. The configuration and integration of all the above-listed equipment with the proposed Network Management Software.

The bidder shall provide full technical details of the proposed routers (if the supplier proposes other than existent routers owned by CNSS), WAN interface for routers and modems including model number and a fully detailed manufacturer catalogue.

For the technical specifications and required quantities of the above-listed equipment, please refer to the attached "Annex 2: CNSS Offices, Capacities and Locations". The bidder shall keep in mind that the proposed routers (if the supplier propose other than existent routers owned by CNSS), and other equipment must comply with the wide area connectivity architecture proposed under section "Wide Area Network Connectivity" below.



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2. Wide Area Network Connectivity

A) The supplier shall provide, install, integrate, support, maintain and document wide area connectivity services for a period of twelve months.

Bidders may propose any TCP/IP-based type of connection and connectivity plan (microwave connectivity from a microwave provider, leased line or fiber optic from OGERO or any combination of both, other connectivity solutions - if any) as long as the minimum guaranteed bandwidth performance is maintained between the regional offices and the two central offices (Beirut and Zahle) of the CNSS, and between Beirut and BirHassan location, in accordance with the bandwidth requirements that are specified in the "CNSS Offices, Capacities and Locations".

The solution required is based on a typical "star topology" with all regional offices connected to the "Head Office - Main Building" with a disaster recovery connection to the "Disaster Recovery Site" in Zahle. Typically, the router of a regional office will be connected to one of the 2 redundant, load-balanced routers in the "Head Office - Main Building". If one of the two routers fails, the connection will be automatically rerouted to the redundant "Head Office - Main Building" router. If both routers in the "Head Office - Main Building" are not responding, the connection will be rerouted automatically to the "Disaster Recovery Site" in Zahle.

Additionally, DSL modems (if available, or GSM network) in regional routers must be configured to DSL modems in the "Head Office - Main Building" when all other connections of the service provider fail and to the "Disaster Recovery Site" if the "Head Office - Main Building" modems are down.

New HW1C cards to be added to the existing routers in order to support the DSL connectivity as back-up.

Two types of fees are allowed: one-time installation charges (2.1) and recurrent monthly fees (2.2).

The interconnectivity between the branches and HQ must be established over a reliable backbone with multiple routes in greater Beirut and towards all regional areas, and to provide a network layout showing the multiple redundant routes.

Service provider shall provide an MPLS VPN-L3/L2 to deliver a dedicated Virtual Private routed network in a full meshed topology.

Service provider shall install a Microwave link on the Head Quarter with 5 ms delay average to the first hop, also delay from branch shall not exceed as 10 ms average. Implementation and commissioning of all sites should be done in one month, and shall perform a connectivity test between all branches before the migration from existing provider, and to keep the same existing IP Addressing plan of current network without any changes from CNSS side.

The Bidder should provide a reference list for at least 5 corporate customers and government entities with more than 30 branches interconnections.

B) The supplier shall provide, install, configure and integrate a central network management system that will be located in the "Main Building" in Beirut. The network management software will be installed on a virtual machine server provided by CNSS.

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The network management system shall be capable of graphically configuring and monitoring all equipment that will be connected to the CNSS WAN. This includes routers, modems, switches, PCs, servers, network printers, UPS's as well as other devices with SNMP capabilities. The network management system must be able to issue periodical reports (daily, weekly, monthly, other configurations) that show how a particular device or connection is faring.

The bidder shall provide full technical details of the proposed software, including proposed modules with their respective pricing and functionalities.

2.1 One-time Installation Charges

The one-time installation charges for each connection must include the following:

1. Cost of installation of leased equipment (aerials, indoor units and other components that are required for the wide area connectivity solution described above).
2. Cost of installation of physical connection between leased equipment and LAN equipment (e.g. connection between main network cabinet containing Router and OGERO's distribution box and/or connection between provider's aerial/indoor unit and main network cabinet, etc..)
3. all costs related to the installation of the redundant disaster recovery solution.
4. all costs that are related to the installation, configuration, testing and Commissioning of routers and DSL modems.
5. All other costs necessary for the integration of equipment (main and backup connections) with the LAN and the WAN (for the delivery of a fully working connection) and with the proposed network management software.
6. The full testing, commissioning and functional certification of wide area network connectivity.
7. Cost of provision, installation of the network management software.

The bidder must keep in mind that payment of these one-time installation charges will occur after the installation and acceptance of a site, as detailed in section 5 below.

2.2 Recurrent Monthly Fees

The recurrent monthly price of the connectivity of each site must include the following:

1. the leasing of all equipment that is required for this activity with the exception of existent routers that are specified in the "CNSS Offices, Capacities and Locations".
2. unlimited and dedicated bandwidth usage.
3. guaranteed service and maintenance on leased and purchased equipment to ensure that no connection will be down for more than 2 hours in the Greater Beirut area, 4 hours in regional centers (Jounieh, Saida, Sour, Tripoli, Zahle....) and 8 hours in the remaining CNSS offices (refer to service level agreement (SLA) section 2.3 below).

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Bidders must keep in mind that recurrent monthly fees will be paid starting with the activation of a service for a site

2.3 Service Level Agreement

The service provider must sign a service level agreement that ensures that the following minimum requirements are met:

1. A support technician must be on site in the central CNSS locations as well as in all the offices listed in the "Annex 2: CNSS Offices, Capacities and Locations" as being within the Greater Beirut area within two hours of a problem/service call.
2. A support technician must be on site in Jounieh, Saida, Sour, Tripoli and Zahle within 4 hours of a problem/service call.
3. A support technician must be on site in all other regional centers within 8 hours of a problem/service call.
4. All connectivity service interruptions within the Greater Beirut area must be restored to a fully functioning state within 4 hours (full rated speed for the connection, not the backup solution or speed) of a problem/service call.
5. All connectivity service interruptions for Jounieh, Saida, Sour, Tripoli, Zahle must be restored to a fully functioning state within 6 hours (full rated speed for the connection, not the backup solution or speed) of a problem/service call.
6. All connectivity service interruptions for all other regional centers must be restored to a fully functioning state within 10 hours (full rated speed for the connection, not the backup solution or speed) of a problem/service call.
7. The backup solution must kick in automatically and must carry the service at the rated backup speed until full connectivity is restored.
8. A connection between any regional center and the central location in Beirut cannot be down for more than a grand total of 10 working hours per month, starting with the time of a service call (renewable monthly).

The service provider of this project is fully responsible for the running, maintenance and support of all the components of all proposed connectivity operations. The service provider may not shift the blame on a co-service provider /subcontractor/ partner (e.g. company X did not fix hardware problem on time) and as such accepts full responsibility for any service interruption.

2.4 Failure of connectivity services for periods that are longer than the ones mentioned above will result in the following:

1. Monthly charges will be reduced by 10% for each hour (or portion thereof) of interruption.
2. No monthly payment will be made if service interruptions for a particular site total more than 10 hours per month.

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The service provider and the CNSS will rely on figures provided by reports that are issued by the network management software to determine the hours of interruption of each service and the monthly payment due for each connection.

2.5 Documentation

Bidders must provide with their bid a map of Lebanon and a chart that clearly show the connectivity plan that they are proposing. The map and the accompanying chart shall contain the following details:

1. Location and name of site on map (Latitude & Longitude).
2. clearly indicated routes for and between each of the CNSS locations;
3. Type of connection between each location (leased line, microwave, other).
4. Provider of connection (OGERO, microwave provider, other).
5. list, description and specifications of leased equipment for each location (Including backup equipment).
6. Description and specifications of router purchased for each location (if any).
7. Bandwidth speed for each location.
8. Other relevant information that may affect the proposed connectivity plan (if any).

3. On-Site Support

The supplier shall be responsible for user support issues for a period of twelve months starting on the first day of the first month following the signature of the contract. For this activity, the supplier shall provide support technicians from 8 Am to 3 Pm. Monday to Friday (may work remotely). The support technicians shall also be on call for emergencies outside of these hours and for the "Head Office - Main Building" in Beirut and the other at the "Disaster Recovery Site" in Zahle.

The support engineer or technicians shall coordinate on daily basis with IT department of CNSS in order to perform The following list of responsibilities:

1. The administration of the network (described in section 3.1 below).
2. Troubleshooting and problem solving (section 3.2).
3. User support and guidance (section 3.3).
4. Capacity building and transfer of knowledge (section 3.4).

The Support engineer or technicians must be self-motorized and equipped with an appropriate set of tools (screwdrivers, crimping tools, electrical and network testing equipment, patch cords, etc.) that allows them to carry their duties. The assigned support engineer or technicians must also carry and provide a cellular telephone number for communication during emergencies that occur inside or outside of the regular working hours mentioned above.

3.1 Administration of the Network

The Support engineer or technicians shall be responsible for the administration of the network. Duties include:

- a) Ensuring that the CNSS WAN is always up and running.
- b) Installing and configuring hardware and software that is related to the CNSS WAN.

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- c) Monitoring network performance by using the network management software and other tools that were purchased or leased for this project.
- d) Performing backup and restore duties.
- e) Performing maintenance routines (as needed with a minimum of one monthly routine) to ensure that connectivity is in optimal shape.
- f) issuing monthly maintenance reports in coordination with the CNSS
To keep track of the behavior of the wide area network.

3.2 Troubleshooting and Problem Solving

The assigned engineer or technicians shall be responsible for the troubleshooting of all network components and networking equipment. The technician shall determine the nature of the problem (software or hardware) and shall take the necessary measures to correct it as needed by the service level agreement.

The engineer or technicians shall keep a running history of the problems in an electronic database (bidders may propose ready-made software packages as long as they are developed using a commonly-used relational database and as long as all necessary software licenses are provided along with the software).

The database shall include fields and shall be able to issue reports that specify the date and time of the problem and of the solution, as well as a short description of the problem and of the solution provided. The database is and will always remain the property of the CNSS.

3.3 User Support and Guidance

The assigned engineer or technicians shall complement the formal training of CNSS WAN users with informal sessions that users may request at any time and that will take place during normal working hours.

3.4 Capacity Building and Transfer of Knowledge

The assigned engineer shall keep in mind that several CNSS WAN staff members will be trained to assume their functions and responsibilities. To ensure a smooth transition, the technician shall:

- a) coach them and assist them with the practical implementation of their newly acquired skills.
- b) write and submit a final assessment report to the CNSS of their performance and their state of readiness, 11 months after the signature of the contract.





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3.5 Support Technician(s): Required Profile

Bidders shall submit the CV (for a minimum of 5 different engineers) as well as a copy of the certifications of prospective support technicians. The following qualifications are required:

- a) Certificate of an engineer diploma with minimum 5 years of expertise each.
- b) Certificate of beneficiary from CNSS (must be provided from CNSS) with at least 5 years of subscription in to CNSS.
- c) Advanced knowledge in the configuration of routers and communication protocols proposed for this bid.
- d) Advanced knowledge of proposed network management software including full knowledge of the reporting facilities of the package.
- e) Good oral communication skills, pleasant personality, willing to perform all networking related tasks.
- f) Successful completion of one of the CCNA/CCNP/CCIE track.

4. Training

The supplier is responsible for providing training covering the installation, configuration and troubleshooting of the proposed routers and the proposed network management system for five staff members (grouped in one class). The following two courses are the minimum required:

1. Installation, configuration and troubleshooting of proposed routers (12-hour minimum equal to two full days of training).
2. Installation, configuration, troubleshooting, integration, running and maintenance of the network management software (12-hour minimum equal to two full days of training).

The bidder shall submit outlines for each of the two courses that include selected sections of the required training manuals and indicative practice exercises as well as a tentative training schedule.

Following training, the trainer shall issue completion certificates to all trainees that have successfully completed the course. The trainer shall also submit to the CNSS a report rating the attendance and the performance of the trained staff members. Training and reports must be finished within five months of the signature of the contract.

4.1 Schedule of Delivery, Testing and Acceptance

Below is the schedule of delivery of the activities of this project. The CNSS will test each delivered component in accordance with the specifications set in this document and in the technical specification sheets. The CNSS will issue acceptance reports after the full delivery, installation, configuration and integration of the various components and activities.

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4.2 Acceptance Reports

The acceptance reports cover all activities needed for the activation of a wide area network connection, technical support, the installation, integration and activation of the network management software as well as all related training courses.

The related acceptance reports will be issued in the following order:

For one-time installation charges:

1. Report I - five days after the completion of works and activities (including wide area connectivity, the network management software and all training) in the "Head Office - Main Building" in Beirut and the "Disaster Recovery Site" in Zahle and the backup site Birhassan.
2. Report II - five days after the completion of works and activities in the first ten regional sites.
3. Report III - five days after the completion of works and activities in the second ten regional sites.
4. Report IV - five days after the completion of works and activities in the third ten regional sites.
5. Report V - five days after the completion of works and activities in the remaining regional sites.
6. Report VI - ten days after the full installation of on-site support.

5. For recurrent charges - technical support.

For recurrent charges - monthly connectivity charges:

These will be paid monthly in accordance with the connectivity reports generated by the network management software.

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ابصال نحصل

الجمهوريّة الّبنانيّة
وزارة المالية
هيئة المatriاية المركبة
هيئة المatriايات

10106 رقم المatriاية

2025	سنة التكليف
نحصل / متراندغ غير مداشة	نفقة المatriاية
رقم طابع 5	الناتج
امان قرض	نفقة المatriاية
2807085	رقم المatriاية
18/06/2025	ناردة المatriاية

	المنفذ الحالي عشر	منطقة التحصل
	رقم المatriاية	رقم المatriاية
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دورة طابع رقم 18/06/2025 ، رقم ناردة المatriاية

اضمانت عامة بعد اتفاق مع الصندوق الوطني لضمان الاجتماع تاريخ البليغ 11-6-2025 بقيمة \$ 93600

الاسم: مهاتم كساب
نفقة المatriاية
33,610,000
التاريخ: 18/06/2025

أعده في

بعد
صافى تدفيع ثقابة
18/06/2025

ويفز شمل

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وصلني 56772

ويفز للاحصل أدناه فقط
أمين الصندوق: محمد عطوي - أمين صندوق

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ناردة المatriاية
رخص
المصرف الممتصوب عليه
التوقيع
من الصندوق

طابع

 ملحوظة: الرجى إدخال
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