



REQUEST FOR QUOTATION (RFQ)

NAME & ADDRESS OF FIRM UNDP Bangkok Regional Hub United Nations, Rajdamnern Nok Ave., Pranakorn, Bangkok	DATE: April 27, 2017
	REFERENCE: UNDP/BRH/RFQ/005/2017 Provision of Internet Services

Dear Sir / Madam:

We kindly request you to submit your quotation for Internet Leased Line Services, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Your password protected Quotation should be submitted on or before 03:00 PM, May 14, 2017 and via ☒e-mail, to address below: Passwords for your quotations shall be requested after the closing date.

Procurement.th@undp.org

Email Subject: quotation for RFQ-005 Provision of Internet Services

For any details please contact: 0647897633

Quotations submitted by email must be limited to a maximum of 5 MB, virus-free and no more than 3 email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

It shall remain your responsibility to ensure that your quotation will reach the address above on or before the deadline. Quotations that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your quotation by email, kindly ensure that they are signed, password protected and in the .pdf format, and free from any virus or corrupted files.

Please take note of the following requirements and conditions pertaining to the supply of the abovementioned good/services:

Yours sincerely

Transactional Services Team Manager
UNDP Bangkok Regional Hub

Delivery Terms [INCOTERMS 2010] (Pls. link this to price schedule)	<input checked="" type="checkbox"/> NA
Customs clearance, if needed, shall be done by:	<input checked="" type="checkbox"/> NA
Exact Address/es of Delivery Location/s (identify all, if multiple)	United Nations, Rajdamnern Nok Ave., Pranakorn, Bangkok
UNDP Preferred Freight Forwarder, if any	NA
Distribution of shipping documents	NA
Latest Expected start date of contract after signature of contract or acceptance of PO	<input checked="" type="checkbox"/> 14 days from the issuance of the Purchase Order (PO)
Delivery Schedule	<input checked="" type="checkbox"/> Not Required
Preferred Currency of Quotation	<input checked="" type="checkbox"/> Local Currency : THB
Value Added Tax on Price Quotation	<input checked="" type="checkbox"/> Must be exclusive of VAT and other applicable indirect taxes
After-sales services required	<input checked="" type="checkbox"/> Technical Support (regular or ad-hoc base)
Deadline for the Submission of Quotation	03:00 PM, <i>Sunday, May 14, 2017 and Bangkok Time</i>
All documentations, including catalogs, instructions and operating manuals, shall be in this language	<input checked="" type="checkbox"/> English
Documents to be submitted ¹	<input checked="" type="checkbox"/> Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1; <input checked="" type="checkbox"/> Latest Business Registration Certificate; <input checked="" type="checkbox"/> Business license in field of provision of internet services; <input checked="" type="checkbox"/> Company profile <input checked="" type="checkbox"/> List of previous clients (1 year) with contract, amount and email reference, <input checked="" type="checkbox"/> Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List; <input checked="" type="checkbox"/> The ISP must provide at least 3 recognized reference customers with contract value over USD40,000 each over one year period with updated contact information, <input checked="" type="checkbox"/> Provision of Service Level Agreement proposed for UNDP

¹ First 2 items in this list are mandatory for the supply of imported goods

Period of Validity of Quotes starting the Submission Date	<input checked="" type="checkbox"/> 90 days In exceptional circumstances, UNDP may request the Vendor to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> Others Monthly recurring
Liquidated Damages	NA
Evaluation Criteria	<input checked="" type="checkbox"/> Technical responsiveness/Full compliance to requirements and lowest price <input checked="" type="checkbox"/> The ISP should have at-least five years of experience in field of provision of internet services, <input checked="" type="checkbox"/> Comprehensiveness of after-sales services <input checked="" type="checkbox"/> Full acceptance of the Contract General Terms and Conditions <input checked="" type="checkbox"/> The ISP must have at- least 3 contracts with value over USD40,000 for each contract within one year period <input checked="" type="checkbox"/> Business license in field of provision of internet services- ISP License,
UNDP will award to:	<input checked="" type="checkbox"/> One or more Supplier, depending on the following factors: <i>At least two providers will be chosen for Internet redundancy purpose.</i>
Type of Contract to be Signed	<input checked="" type="checkbox"/> Long-Term Agreement <i>(and call off orders will be issued through Purchase Order)</i>
Special conditions of Contract	UNDP does not warrant that any quantity of Goods and/or Services will be purchased during the term of this arrangement.
Duration of LTA	UNDP, will enter into a non-binding Long Term Agreement (LTA) as a result of this procurement process initially for period of one year. The LTA might be extended for additional period of 2 years based on agreement by both parties and provision of satisfactory services
Conditions for Release of Payment	<input checked="" type="checkbox"/> All payments shall be released based on monthly invoice and satisfactory provision of internet services as per the agreed SLA
Annexes to this RFQ	<input checked="" type="checkbox"/> Specifications of the Services Required (Annex 1) <input checked="" type="checkbox"/> Form for Submission of Quotation (Annex 2) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 3). Non-acceptance of the terms of the General Terms and Conditions (GTC) shall be grounds for disqualification from this procurement process.
Contact Person for Inquiries (Written inquiries only)	Procurement.th@undp.org Procurement Unit Any delay in UNDP's response shall be not used as a reason for extending the deadline for submission, unless UNDP determines that such an extension is necessary and communicates a new deadline to the Proposers.

Goods/services offered shall be reviewed based on completeness and compliance of the quotation with the minimum specifications described above and any other annexes providing details of UNDP requirements.

The quotation that complies with all of the specifications, requirements and offers the lowest price, as well as all other evaluation criteria indicated, shall be selected. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by UNDP. The unit price shall prevail and the total price shall be corrected. If the supplier does not accept the final price based on UNDP's re-computation and correction of errors, its quotation will be rejected.

After UNDP has identified the lowest price offer, UNDP reserves the right to award the contract based only on the prices of the goods in the event that the transportation cost (freight and insurance) is found to be higher than UNDP's own estimated cost if sourced from its own freight forwarder and insurance provider.

At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by UNDP after it has received the quotation. At the time of award of Contract or Purchase Order, UNDP reserves the right to vary (increase or decrease) the quantity of services and/or goods, by up to a maximum twenty five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

Any Purchase Order that will be issued as a result of this RFQ shall be subject to the General Terms and Conditions attached hereto. The mere act of submission of a quotation implies that the vendor accepts without question the General Terms and Conditions of UNDP herein attached as Annex 3.

UNDP is not bound to accept any quotation, nor award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.

Please be advised that UNDP's vendor protest procedure is intended to afford an opportunity to appeal for persons or firms not awarded a purchase order or contract in a competitive procurement process. **In the event that** you believe you have not been fairly treated, you can find detailed information about vendor protest procedures in the following link:

<http://www.undp.org/content/undp/en/home/operations/procurement/protestandsanctions/>

UNDP encourages every prospective Vendor to avoid and prevent conflicts of interest, by disclosing to UNDP if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its suppliers to adhere to the UN Supplier Code of Conduct found in this link : http://www.un.org/depts/ptd/pdf/conduct_english.pdf

Thank you and we look forward to receiving your quotation.

Sincerely yours,

[Enter name of authorized staff]

[Designation]

[Click here to enter a date]

Annex 1

Scope of services and general requirements

- a) The ISP shall terminate connection at United Nations, Rajdamnern Nok Ave., Pranakorn, Bangkok, within the UN premises and shall provide all necessary equipment, IP addresses, connections, routers, etc., needed for the services to work properly. Termination points are located on 3rd and 4th floor of Service Building and 12th floor of Secretariat Building within the UN compound.
- b) Any UN agency can choose independently any primary and secondary ISP for the purpose of redundancy to be a backup of the primary internet link or for simultaneous use of several ISPs.
- c) Any UN agency may decide on any bandwidth level according to proposed price schedule indicated in Annex 2 to use for their primary or secondary links.
- d) Regular price adjustment should be conducted at every six months through informal quotations which are limited to vendors under LTA arrangement. Alternatively, the ISP may, periodically, offer higher bandwidth at similar prices offered earlier to reflect market rates.

[Enter name of authorized staff]

[Designation]

[Click here to enter a date]

Annex 2

FORM FOR SUBMITTING SUPPLIER'S QUOTATION
(This Form must be submitted only using the Supplier's Official Letterhead/Stationery)

We, the undersigned, hereby accept in full the UNDP General Terms and Conditions, and hereby offer to supply the items listed below in conformity with the specification and requirements of UNDP as per RFQ Reference No. 005

<u>TABLE 1 : Monthly recurring costs</u>					
S.N	Bandwidth Domestic/International	Connection Quantity	Duration (month)	Price of Leased line per month in THB	Total Price THB
1	15/15 Mbps	1	12		
2	20/20 Mbps	1	12		
3	30/30 Mbps	1	12		
4	40/40 Mbps	1	12		
5	50/50 Mbps	1	12		
6	60/60 Mbps	1	12		
Sub-total for Internet Services cost					
<u>TABLE 2 : Installation and other costs (if any)</u>					
S.N	Description	Quantity	Unit	Price (THB)	
1	Installation cost	1 time	LS		
Sub-Total for Installation Cost					
GRAND TOTAL-TABLE 1+ TABLE 2 (Internet Service Cost + Installation cost) THB					

TABLE 3 : Offer to Comply with Other Conditions and Related Requirements

Mandatory Compliance Criteria	(Yes/No)	References (page no. of the proposal)
a. The ISP must provide detailed technical information about their Bid as well as the media operator used for this Internet leased line service, i.e. CAT, TOT, TRUE and etc.		
b. The ISP is to indicate what connection arrangement and capacity they have with the local and international operators (e.g. with CAT, IIG, SINGTEL and etc.). The ISP should provide necessary diagram to demonstrate their connection details and internet capacity.		
c. The ISP must provide at least 3 recognized reference customers with contract value over USD40,000 over one year period with updated contact information.		
d. The ISP shall provide internet line with speed in the range of 15-60 Mbps to UN agencies (depend upon the requirement from each agency), at a traffic-independent flat fee, unlimited usage time, without any restrictions of use (i.e. proxy, firewall, filtering server) and the internet bandwidth must be a dedicated line , not shared with other customers.		
e. The ISP will provide at least 16-64 public IP addresses for UN and its agencies depending on their requirement.		
f. The ISP shall provide resilient public DNS services; which allow cross ISP queries		
g. The ISP must have partnered with more than one media providers in order to provide UN agency with choice of medias for redundancy purpose.		
e) The ISP shall handle all aspects of the services, including ordering and commissioning leased lines connections with media providers. The ISP shall also be the sole technical contact for smooth operations of the service.		
h. The ISP shall provide real-time monitoring solution such as MRTG capable of providing daily, weekly, monthly and yearly utilization graphs and total bandwidth usage which can be used to measure the service performance against the SLA.		
i. The ISP shall state clearly about compensation/penalty in case of failure of services. ISP's attention is invited to General Conditions of Services and Special Conditions of Services of RFP for Liquidated Damages in case of failure to provide the services as per contract agreement.		
j. The availability of the Internet Service for Leased Lines shall be a minimum of 99.9% as measured over the period of a calendar month. (< 45 minutes downtime)		

k.	The ISP is required to describe what alternate routing or fallback arrangements for continuity of service they have in place, should their primary link(s) to the Internet backbone become non-operational.		
l.	The ISP shall provide diagnostic reports and internet link status notification via SMS and/or e-mail in case of failure.		
m.	The ISP must have 24x7x365 technical assistance and/or helpdesk facilities (proficient in English). The ISP is also responsible for contacting designated UN agencies contact points for both scheduled and unscheduled downtime.		
n.	The ISP must perform scheduled maintenance during weekend only (Sat-Sun) and the planned maintenance must be notified and acknowledged in writing first before the maintenance can take place.		
o.	The ISP must include their proposed Service Level Agreement (SLA) terms and conditions that would be applicable to this engagement.		
p.	The ISP shall provide necessary support and collaboration to assist UN and its agencies to optimize the utilization of the service.		
q.	The ISP must make all possible efforts to configure and ensure least number of hops in order to provide fastest roundtrips and least latency to the below destinations. www.undp.org www.unfpa.org www.partneragencies.org intranet.undp.org www.google.com www.myunfpa.org www.amazonaws.com 165.65.4.201 (UNDP VC bridge)		
r.	The ISP must be able to manage QOS at ISP with aim to keep Jitter measured with New York at less than 30ms.		
s.	The ISP must have advanced knowledge in technology related to video conference such as QoS, SIP and H.323. ISP is also responsible for coordinating with international ISPs to provide best audio and video conference quality as well as trouble shooting.		
t.	The ISP must treat information regarding the UN network and its architecture strictly confidential.		
u.	The ISP must treat UN Internet traffic confidentially; data is not inspected, reviewed, copied by any means, tampered, forwarded or otherwise made available to anyone other than parties explicitly authorized by UN.		
v.	Do you agreed/comply with UNDP General terms and conditions (annex-3)		

w. Do you agree/comply with proposal validity period for 60 days		
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All other information that we have not provided automatically implies our full compliance with the requirements, terms and conditions of the RFQ.

[Name and Signature of the Supplier's Authorized Person]

[Designation]

[Date]

Annex 3

PLEASE REFER TO ATTACHED PDF FILE