

Re-announced

Request for Quotation (RFQ)

Name &:	Date: 08 May 2017
Address of Firm:	Reference: RFQ: UNH/ICT/KBL/2017/070
E-mail:	Service: Internet for Main office (Back up)
Mobile No.	Closing date: 14 May 2017, at 2:00 pm

Eligible and interested Internet Service Provider (ISP) with proven experience and technical capabilities are requested to submit documents as required by this invitation. The ISP should have the capacity in providing internet services for the following locations to the satisfaction of internet user of UN-Habitat office.

Introduction

The United Nation Human Settlement Programm, UN-Habitat, is the United Nations agency for human settlement. It is mandated by the UN General Assembly to promote socially and environmentally sustainable communities, towns and cities with the goal of providing adequate shelter for all.

UN-Habitat Afghanistan has been working in Afghanistan for the past almost 23 years assisting the government of Afghanistan through a number of projects in 20 provinces.

Evaluation Criteria:

- At least three reference letter from current clients (UN or International organizations).
- Background and past working experience details three years in Afghanistan.
- Valid ISP license from Ministry of Communication.
- Lowest cost to UN.

Solicitation is hereby asked for the Internet services for UN-Habitat Kabul Main office Annex I respectively.

The information furnished must be examined carefully before submission of solicitation and the process to be followed:

1. The company will provide Internet services for UN-Habitat Kabul Main office.

2. The quotation must be given for the Internet service price for monthly and total for one year.
3. At any time prior to the deadline for submission of bid, the purchaser may modify the solicitation documents by amendment.
4. The bidder shall indicate on the Price Quotation monthly fee and total.
5. Price shall be quoted in US dollar, and shall be fixed during the bidder's performance and not subject to variation on any account.
6. Bids shall remain valid for Ninety (90) days after the date of bid opening. A bid valid for a shorter period shall be rejected by purchaser as a non-responsive one.
7. In exceptional circumstance the service may request for extension of the period of validity of the bid.
8. The bids prepared in original must be received by purchaser in a sealed and stamped envelope no later **14 May 2017, at 2:00 PM**, late proposal will be rejected. The bidder shall not withdraw its bid after the submission. No bid shall be modified after its submission.
9. The purchaser will award the contract to the successful bidder whose bid has been determined to be substantially responsive and the lowest evaluated bids as per UN procurement policies.
10. Contract will be signed for one year with possibility of extension for following 3-5 years, subject to satisfactory services and mutual agreement by both parties.
11. The purchaser reserve the right to accept or reject any bids, and to annual the bidding process and reject all at any time prior to purchase award. The purchaser thereby shall not incur liability to the affected bids or bidders or any obligation to inform the affected bidder or bidders of the grounds for its action.
12. All interested bidders are requested to ask any query one (1) day before the deadline, if any.
13. Failure to provide all the above mentioned information may result in the bid being rejected. Bids that unclear or leave room for interpretation will be considered non-responsive and will not be evaluated.

Dear Sir/Madam:

You are kindly requested to submit your offer to UN-Habitat main office at Taimani, House # 431, Street 7, District 4, Kabul Afghanistan or send by e-mail at: procurement.committee@unhabitat-afg.org

Duly completed documents as requested in the RFQ should be submitted no later than **14 May 2017, at 2:00PM**, Kabul time in a sealed and stamped envelope marked as "Bidding for Internet Service for UN-Habitat Main office Afghanistan" at the top left hand corner of the cover and addressed to:

Your sincerely,



Ghows Amirian, Procurement Officer
UN-Habitat Afghanistan

UN-Habitat Main office:
Procurement Unit
Ghows Amirian
House # 431, Street # 7, Taimani, District- 4, Kabul, Afghanistan
Contact No.: +93 (0) 791 611 138 or (0) 791 611 161

Financial offer (including installation and other related cost)

Locations	Descriptions	Monthly Fee in USD	Total 12 months in USD
Kabul Main Office	1.5 Mbps (1Mbps download / 0.5 Mbps upload) dedicated , Unlimited, V-SAT (C Ku / band), At least 97% availability, 4 public IP address, Online monitoring to MRTG graph & Equipment rent		

In case of discrepancy between unit price & total, the unit price shall prevail.

Company Name:

Authorized person:

Signature:

Stamp:

Date:

E-mail Address:

Cell No. _____

Annex A

Terms of Reference (ToR)

The Contractor/ISP is expected to provide V-STAT Internet Services for UN-Habitat Afghanistan Kabul Main office (Annex E)

- 1.1 Reporting:
- 1.2 Selected ISP will provide a 4 static IP the contract connection
Selected ISP shall provide MRTG (Multi Router Traffic Graphs) enabling ICT unit to monitor and check the amount of requested bandwidth.
- 1.3 Installation of V-SAT (C/Ku band) system or any equivalent equipment/s is/are required to support the required bandwidth. UN-Habitat cannot purchase any equipment. The selected ISP requires providing those equipment or equivalent equipment on rental bases. Cost of equipment should be included in the monthly cost.
- 1.4 All equipment should be installed completely; UN-Habitat is not responsible for any services required for installation, transportation and accommodation costs.
- 1.5 Required bandwidth should be pure as CIR (Centre for Investigative Reporting).
- 1.6 Selected ISP will provide a dedicated POC (Point of Contact) with its customer service/ Helpdesk Department in 24/7/365 and respond quickly
- 1.7 All installation of site must be completed within three (3) calendar days.
- 1.8 The Selected ISP will provide after sales support for maintenance services during the contract period, UN-Habitat shall not pay any extra charges, except the equipment damaged or born due to electricity shock or casual made by UN Habitat.
- 1.9 The selected ISP shall take care of all troubleshooting on timely manner within the contact period.
Any technical issues related to internet shall be reported to UN-Habitat ICT unit.
- 1.10 the ISP should provide the exact amount dedicated bandwidth based on their contract, if the ISP fail to provide that, then UN-Habitat Afghanistan reserve the right to deduct the low bandwidth periods, if continues UN-Habitat will terminate the contract immediately based on email communication and MRTG graph.
- 1.11 ISP must inform UN-Habitat ICT before any maintenance/sun outage when could bring down time on the link.
- 1.12 In case of internet down time, UN-Habitat Afghanistan reserves the right to deduct down time money from monthly invoice calculated by monthly hours.
- 1.13 The provided internet must fully support reaching to outbound resource and network, without any filtering policy from ISP side.

#	Description	Remark
Option 1		
1	Internet Bandwidth	2 Mbps (1.5Mbps download / 0.5 Mbps upload) dedicated , Unlimited
2	Connectivity	V-SAT (C Ku / band)
3	Service level agreement	At least 97% availability
4	Public IP address	4 public IP address
5	Monitoring	Online monitoring to MRTG graph
Option 2		
1	Internet Bandwidth	1.5Mbps (1 Mbps download / 0.5 Mbps upload) dedicated , Unlimited
2	Connectivity	V-SAT (C Ku / band)
3	Service level agreement	At least 97% availability
4	Public IP address	4 public IP address
5	Monitoring	Online monitoring to MRTG graph

On behalf of UN-Habitat

Name:

Title:

Signature:

Date:

On behalf of Company

Name:

Title:

Signature:

Date: