



UNDP Expression of interest

Appendix I – Cover Letter

Dear Sir/Madam

Reference: UNDP/AFG/2017/0000001348

Re: Invitation for the Submission of Expression of Interest for the Internet Services for UNDP Country Office, Projects and Other UN Agencies.

We hereby solicit your application for the submission of expressions of interest for the provision of Internet Services as mentioned below:

- Internet Connectivity and relevant services through provision of fiber optic internet services

It is foreseen that UNDP will be procuring the above services with an estimate spend of USD 1 Million (Approximate) as per UNDP's 2016 past spend analysis.

UNDP Country Office in Afghanistan intends to develop a wide roster of pre-qualified suppliers for provision of internet services.

The evaluation will be based on the information provided in your application.

To enable you to submit your application, please find enclosed:

Appendix I – Cover Letter (this letter)

Appendix II – TOR

Appendix III – Profile Form

Appendix IV – Technical Proposal

Appendix V – Past experience and List of Referees

Manner of Disseminating Supplemental Information to the EOI and responses/clarifications to queries of EOIs:

Applications must be submitted through E-Tendering Module “Online bidding”. Once uploaded, Prospective service providers (i.e. Proposers that have accepted the “Request for Information” in the system) will be notified via email that changes have occurred. It is the responsibility of the applicants to view the respective changes and clarifications in the system.

As specified in the system (note that time zone indicated in the system is New York Time zone).

PLEASE NOTE: -

Date and time visible on the main screen of event (on E-Tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the EOI closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct EOI closing time is as indicated in the E-Tendering portal and system will not accept any application after that time. It is the

responsibility of the bidder to make sure applications are submitted within this deadline. UNDP will not accept any application that is not submitted directly in the system.

Try to submit your application a day prior or well before the closing time. Do not wait until last minute. If you face any issue submitting your bid at the last minute, UNDP may not be able to assist.

EOI notification will be uploaded relevant websites:

Focal Person in UNDP: Supply Chain Management Office

Address: United Nations Development Programme, UNDP Country Office, UNOCA Complex, Jalalabad Road, Kabul, Afghanistan

E-mail address dedicated for this purpose: Procurement.af@undp.org

Note: The Subject Line Email Should UNDP/AFG/2017/0000001348 Provision Internet Services

Your application MUST include the document stated below:

Appendix I – Cover Letter (this letter)

Appendix II – TOR

Appendix III – Profile Form

Appendix IV – Technical Proposal

Appendix V – Past experience and List of Referees

UNDP will not be responsible for any cost associated with the preparation and submission of the application in response to this EOI regardless of the outcome of the process.

The submission will be subject to an evaluation based on criteria stipulated in this EOI. Please note that the EOI does not entail any commitment toward a contract on the part of UNDP, or bear the cost of the documents.

Sincerely,

Head of SCMO

Appendix II- Terms of Reference for the prequalification of Suppliers for provision of Fiber Optic Internet Services

Background:

1. The United Nations Development Programme (UNDP) in Afghanistan has its main office in UNOCA Complex, Jalalabad Road, Kabul Afghanistan. In addition, UNDP operates in different locations across the Afghan territory.
2. Information about the locations where the service is currently obtained, including the bandwidth and Internet Service Provider (ISP) is detailed in Table 1 & 2.
3. UNDP relies on their information systems to run their operations. UNDP in Afghanistan has the challenge to have a modern and reliable ICT infrastructure to ensure business operations, and to minimize the cost and disruption.

Objective:

1. UNDP requires fiber optic Internet Services for its main office and all its regional offices. For this purpose, UNDP intends to enter into a Long-Term Agreement (LTA) with a service provider (or multiple service providers) with an initial duration of one year with possibility of extension.
2. An LTA refers to a written agreement between UNDP and a supplier that is established for specific goods or services at prescribed prices or pricing provisions for a defined period of time, against which specific orders (call-offs) can be placed at any time during the defined period and with no legal obligation to order any minimum or maximum quantity. In other organizations, it is also known as Umbrella Agreement, Framework Agreement, Systems Contract, Standing Offer Agreement, or Call-Off Agreement.
3. When multiple service providers are awarded with a LTA, call-offs would be based on one or more considerations of ranking based on preferential pricing, availability of requirements when needed and geographical coverage.
4. UNDP might request visits to bidders' Network Operations Centre, during the evaluation stage of the bid, before awarding the contract and during the validity of the LTA (for performance assessment purposes).
 - Availability of NOC is must in Kabul and major cities
 - Availability of MRTG system for monitoring links
 - Availability of redundant systems
 - NOC escalation procedure in Kabul and other locations
 - Availability of 24/7 technical engineers for monitoring and technical support
 - Power redundancy in NOC
 - Helpdesk management application or ticketing system as per the SLA
 - Availability of Reporting and measurements for UNDP on daily and monthly issues

Language of Submission:

Your application and supporting documents should be in English Language Only. If the submitted document(s) are not in English, translation of the same (English Translation) should be attached with said documents.

Technical Requirements.

1. The connection to the last end-point shall use RJ45 Network cable to the main router. Fiber optic connection is required.
2. The Internet Service Provider (ISP) can participate in the bidding process for provision of the relevant service:
 - Fiber Optic Internet services
3. The ISP must provide a fully redundant fiber optic internet line having 70% backup on VSAT at their NOC level to UNDP, its project and affiliated agencies.
4. The ISP must provide evidence of 70% backup on VSAT at their NOC level.
5. The ISP must provide evidence of bandwidth availability of at least 300 Mbps with valid contract with upstream fiber optic internet service provider.
6. The fiber optic internet must be traffic-independent flat fee, unlimited usage, without any further restrictions of use (i.e. proxy, firewall, and filtering server) and the internet bandwidth must be a dedicated (1:1) line, not shared with other customers.
7. The ISP must not capture or record the receiving and sending transmission and packets.
8. The ISP must provide cost table of per MB between 512Kbps and 30Mbps uplink and downlink in increments of 512Kbps dedicated with table cost and locations if applicable. The ISP should be able to provide burstable bandwidth upon request, on demand and depending on traffic utilization.
9. The ISP must provide written evidence of redundancy of physical connectivity on fiber optic and microwave from any boarder entering to Afghanistan and back boning any neighboring countries.
10. The ISP must provide written evidence of redundancy of physical land connectivity between UNDP, its project and affiliated agencies offices and the ISP's NOC.

11. The ISP must be capable of routing for any required protocols and virtual addresses of IPV4 and IPV6.
12. The ISP must provide a detailed peering map to all the major Internet backbone ISPs.
13. The ISP must terminate connection to UNDP Afghanistan office premises with Ethernet handover and equip all necessary link related equipment such as router for lease line, backup links, active devices, etc.
14. Data confidentiality guarantee; Provider may not scan traffic (all WAN ports should be blocked and allow only requested ports).
15. Support Managed VPN Services, Service provider should provide VPN with preventing IP-addresses from being visible to the rest of the Internet users. VPN user (Regional Offices) should not be able to have access to CO office's internet, ISP should not keep any VPN logs, VPN services should provide SHA1, AES-128, AES-256 or RSA 4096 security encryption algorithm.
16. ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the UNDP designated locations.
17. The ISP must provide and install any required equipment to operate the WAN and Internet access such as Microwave. All provided equipment must be in good working condition preferably (Brand new).
18. The ISP must provide DNS service, DNS servers for WAN resolutions and third-party DNS servers (nearest geographic location) should be provided for forwarders name resolutions. Public DNS will not be accepted.
19. The ISP must provide necessary support and collaboration to assist UNDP CO Afghanistan, its projects and affiliated agencies optimize the utilization of its Internet bandwidth. Not limited to just technical work, may require working with third party vendors.
20. ISPs must collaborate the technical issues, related to fiber optic internet services such as down times, trouble shooting and band width issues directly with Country office, ICT unit.
21. Provision of VOIP on Fiber Optic service to enable call between offices and projects.
22. Latency from client to destination as following.
 - Fiber Optic 200 milliseconds (ms)
23. Availability of technical staff in central regions of Afghanistan.

Internet Bandwidth Requirements:**Table 1: Fiber optic Internet bandwidth**

No	Uplink	Downlink	Ratio
1	512 Kbps	512 Kbps	CIR 1:1
2	1 Mbps	1 Mbps	CIR 1:1
3	2 Mbps	2 Mbps	CIR 1:1
4	3 Mbps	3 Mbps	CIR 1:1
5	4 Mbps	4 Mbps	CIR 1:1
6	5 Mbps	5 Mbps	CIR 1:1
7	6 Mbps	6 Mbps	CIR 1:1
8	7 Mbps	7 Mbps	CIR 1:1
9	8 Mbps	8 Mbps	CIR 1:1
10	9 Mbps	9 Mbps	CIR 1:1
11	10 Mbps	10 Mbps	CIR 1:1
12	15 Mbps	15 Mbps	CIR 1:1
13	20 Mbps	20 Mbps	CIR 1:1
14	30 Mbps	30 Mbps	CIR 1:1

24. Installation and locations:**Table 2: Site installation for Fiber optic connections**

No	Location	Accessibility	Type connection	Contraction duration	Installation Timeline
1	Kabul city	Fiber Optic ring	Fiber Optic cable/ microwave with fiber optic back bone.	12 months with possibility of extension	3 days after issuance of Purchase order
2	Any location in all 34 provinces in Afghanistan: Badakhshan; Badghis; Baghlan; Balkh; Bamyan; Daykundi; Farah; Faryab; Ghazni; Ghor; Helmand; Herat; Jowzjan; Kabul; Kandahar; Kapisa; Khost; Konar; Kunduz; Laghman; Logar; Nangarhar; Nimruz; Nurestan; Oruzgan; Paktia; Paktika; Panjshir; Parvan; Samangan; Sare Pol; Takhar; Wardak; Zabol	Major cities Fiber Optic ring	Fiber Optic cable/ microwave with fiber optic back bone.	12 months with possibility of extension	5 days after issuance of Purchase order

25. **Hardware requirements.** The ISP should supply the software and hardware required to provide the service. The hardware should comply with the following minimum requirements:

- Fiber Optic connection, according to the Table 3 (Fiber Optic and Microwave, back end with fiber connection.)
- The hardware should be brand new or in a condition to provide a minimum of one year of service without failure.
- The replacement of hardware must be free of charge if the service provider continues with the required services. The ISP is responsible for transportation of new and under warranty equipment to and from the destination.
- The software and the operating system shall be up gradable when new update is available.
- The cost of required hardware should be apportioned in the monthly internet service charges for all provinces.
- UNDP shall not bear any additional cost for re-installation due to failure of equipment provided by the service provider.

Table 3: Fiber Optic and Microwave, back end with fiber connection.

No	Description	Hardware assurance	Quantity
1	Physical Fiber connection Single/ multi-mode from source fiber to UNDP terminals. Four cores.		As required
2	Microwave connection back boned with fiber connection. ✓ Microwave 3.4 / 3.6 Ghz ✓ Bandwidth capacity 30 Mb actual speed. ✓ Microwave modem. ✓ Power adopter. ✓ Data and power cables. ✓ Accessories.	<ul style="list-style-type: none"> • Upgrading to new version. • Replacement with new model after life cycle ends. • If the existing device does not fully support the required services provider should replace the required devices. 	
3	Details on life span of the hardware provided to UNDP, Afghanistan and provider is responsible once the life span is over or up gradation is required.		

Standards of Service and Reporting Requirements

1. For any equipment that is installed by the ISP to operate the Internet access, the ISP shall ensure that there is sufficient spare equipment, cables or accessories on hand to quickly replace any faulty devices. Critical devices may need to be stored in UNDP designated locations.
2. Prospective ISP must include their proposed Service Level Agreement (SLA) terms and conditions that would be applicable to this engagement. Please note that the proposed SLA terms will be used for evaluation of the proposals and shall have impact on bid evaluation results.
3. The availability of the Internet Service for Leased Lines shall be a minimum of 97% as measured over the period of a calendar month. (< 45 minutes' downtime). Rebates should be included in the SLA for any downtime at a rate agreeable by both parties.
4. The ISP shall be able to provide public IP range of /29 /28 subnet as per the request of UNDP. Any renewal of Public IP should be communication with UNDP ICT team in advance.
5. The ISP shall have 24x7x365 technical assistance and/or helpdesk facilities and escalation procedures should be in place. A dedicated technical focal point and account manager are needed to be introduced to UNDP.
6. The ISP must be responsible for providing scheduled downtime reports to UNDP in advance of 24 hours ahead of time. Uncertain downtime needs to be coordinated immediately and once the services are restored.
7. If the unknown downtime is exceeding 2 hours, the ISP shall be responsible to provide alternative connectivity solution to any effected side.
8. Provision of real-time web-based MRTG tool daily, weekly, monthly and yearly utilization graphs with domestic, international and total bandwidth usage which can be used to monitor network condition against the SLA.
9. The selected ISP shall provide a field engineer / site technician to UNDP locations for troubleshooting and if required, to replace the equipment within the following time constraints:
 - Kabul and Major Cities within 3 hours.
 - Remote locations within 24 to 48 hours.
10. ISP would be responsible for travel, lodging and security arrangements of the field engineer / site technician.
11. The internet bandwidth must be a dedicated line, not shared with other customers, with same internet speed after working hours and during the weekend.
12. The upgrade/downgrade of bandwidth whenever required should be processed based on request of UNDP. This process should complete within 5 working days. In case of any issue both parties should agree upon.

13. In case device failure or physical damage of CPE, the effected devices should be replaced within 3 hours.
14. In case of connection failure exceeding agreed duration, the recurring cost will be deducted per calculated hours/ days.
15. The technical support and replacement of any faulty device provided by the ISP (after faithfully diagnostic) must be carried out as following:
 - Fiber Optic in Kabul and Major Cities within 24 hours. Remote areas 48/72 hrs.
 - Microwave in Kabul and Major Cities within 24 hours.

Eligibility Criteria:

The service providers satisfying the following requirements shall be eligible to be included in UNDP approved pre-qualified list.

Criteria	Description
Legal Registration	Suppliers registered in Afghanistan with the relevant authorities to provide the requested services in Afghanistan can apply for pre-qualification. <ol style="list-style-type: none"> i) Please provide copy of valid ISP License (for provision of fiber optic internet services to Kabul and all cities in Afghanistan) ii) Copy of authorization letter from Ministry of Communication for provision of fiber Optic internet services plus manage VPN services and VOIP in Afghanistan
Declaration of non-inclusion	The offeror must not have been included in the 1267/1989 list of the UN Security Council. The offeror must declare the following statement in their application submission form: “We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council.”
Relevant Experience	At least 5 Years’ proven experience provision of fiber optic internet services to International & Government Organizations. <ol style="list-style-type: none"> 1. Provide at-least 3 contracts in field of provision of fiber optic internet services for International organization in Appendix IV. 2. Provide details of referees in Appendix IV 3. Provide list of all cities in Afghanistan with evidence that your company can provide fiber optic internet services. Note: UNDP may verify the information provided through Post-Qualification (site visit) assessment.
Capacity of the supplier	Provide company profile (Appendix II) and provide other relevant details as attachment such as number of technical staff and after sale support facilities, list of required equipment. UNDP reserve the right to ask for additional information and or documents for verifying application’s capacity. In addition to verification of documents submitted, UNDP will undertake site visits as required for physical verification of applicant’s capacity and other

	facilities.
Financial Status	<p>The applicants should demonstrate sound financial capacity to undertake provision of internet services. To validate the financial capacity of the applicant, the following document shall submit.</p> <ol style="list-style-type: none"> 1. Audited Financial Statement for Fiscal Year of 2014, 2015 & 2016. 2. Average annual turnover of minimum of US \$ 1 Million for 2014, 2015 and 2016. <p>UNDP reserves the right to ask for additional information and/or documents for verifying the applicant's financial capacity.</p>

Appendix III – Profile Form

Name of Company			
Address of Company			
		Primary Contact	Secondary Contact
	Name		
	Title		
	Phone Number		
	Email Address/Skype		
Year of Registration			
Copy of Trade License of Certificate of Incorporation	Applicant shall submit valid business license.		
Name of Parent Company (if Applicable)			
Country of Registration of Parent Company (if applicable)			
Countries of operation			
Annual Turnover/Sales Volume	Year 2014: USD	Year 2015: USD	Year 2016: USD

“We are currently not on the removed or suspended vendor list of the UN or other such lists of other UN agencies, nor are we associated with, any company or individual appearing on the 1267/1989 list of the UN Security Council.”

Signature:

Company Seal:

Name:

Title:

Appendix IV – Technical Proposal

Please indicate type of fiber optic internet services that your company can provide:

Description	Type of Goods/Services
Fiber optic Internet service and relevant services through Fiber Optic Cable	Please explain here your responses in details with technical specifications.

Signature:

Company Seal:

Name:

Title:

Appendix V – Past experience and List of Referees

#	Name of Contact Person	Contract Description	Year of Completion	Value of Contract (USD)	Name of Organization	Email Address	Phone Number
1.							
2.							
3.							
4.							
5.							
6.							
7.							
8.							
9.							
10.							
11.							
12.							

Signature:

Company Seal:

Name:

Title: