

REQUEST FOR QUOTATION (RFQ)

NAME & ADDRESS OF BIDDER	
	DATE: November 16, 2012
	RFQ-UNDP-LR-CST-0112-2012

Dear Sir / Madam:

We kindly request you to submit your quotation for supply of VSAT equipment along with 1 year bandwidth subscription as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2. Details TORs related to the requested item and services are provided in Annex 3.

Quotations may be submitted on or before Monday 26 November 2012 and via (choose appropriate box)

☑ E-mail: bids.lr@undp.org

Courier mail on the following address;

Address: United Nations Development Programme

Registry 1st Floor, Simpson Building Mamba Point, Monrovia, Liberia

Attn: Shahzad Khan Bangash, Procurement Specialist

UNDP, Liberia

And marked: RFQ-UNDP-LR-CST-0112-2012

Quotations submitted by email must be limited to a maximum of 2MB, virus-free and no more than 3email 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 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 above mentioned good/s:

Delivery Terms	
[INCOTERMS 2010]	
(DI Palatina de la contra	
(Pls. link this to price	
schedule)	
Customs clearance ¹ , if N/A	
needed, shall be done by:	
1	and Installation: Ministry of Internal Affairs in Grand Kru
Location/s (identify all, if County	
multiple)	
Latest Expected Delivery	eks upon the issuance of the Purchase Order (PO)
Date and Time (if delivery	as upon the issuance of the furthase of def (10)
time exceeds this, quote may	
be rejected by UNDP)	
	e provided during issuance of PO
Mode of Transport ✓ LAND	•
Preferred United	d States Dollars
Currency of Quotation ²	
Value Added Tax on Price ✓ Must	be exclusive of VAT and other applicable indirect taxes
Quotation ³ & MCC Fees	
Warranty ☑Warra	anty on goods for one year (APPLICABLE)
Deadline for the Submission 26 Nove	mber 2012 on or before 12,00 Noon <i>Liberia Local Time</i>
of Quotation	
All documentations, including	h
catalogs, instructions and	
operating manuals, shall be	
in this language	
Documents to be submitted ⁴	Accomplished Form as provided in Annex 2, and in
accordar	nce with the list of requirements in Annex 1; including and
disposition	on to end users; should the quotation be selected;
Period of Validity of Quotes ☑120 da	ays
starting the Submission Date In except	tional circumstances, UNDP may request the Vendor to
extend the	he validity of the Quotation beyond what has been initially
indicated	in this RFQ. The Proposal shall then confirm the extension
in writing	g, without any modification whatsoever on the Quotation.

¹ Must be linked to INCO Terms chosen.

² Local vendors must comply with any applicable laws regarding doing business in other currencies. Conversion of currency into the UNDP preferred currency, if the offer is quoted differently from what is required, shall be based only on UN Operational Exchange Rate prevailing at the time of UNDP's issuance of Purchase Order.

³ This must be reconciled with the INCO Terms required by the RFQ. Furthermore, VAT exemption status varies from one country to another. Pls. tick whatever is applicable to the UNDP CO/BU requiring the goods.

⁴ First 2 items in this list are mandatory for the supply of imported goods

☐ Not permitted
☐ 100% upon delivery
0.5 % of total contract amount for each day of delay and maximum
of 30 days after which contract will be terminated.
✓ Technical responsiveness/Full compliance to requirements and
lowest evaluated price ⁶
✓ Full acceptance of the PO/Contract General Terms and
Conditions
☑ Earliest Delivery / Shortest Lead Time ⁷
✓ Compliance to the qualification requirements in the TORs
☑ One and only one supplier
,
✓ Purchase Order
☑ Cancellation of PO/Contract if the delivery/completion is delayed
by one month.
☑Forfeiture of bid security if submitted with the bids
☑ Passing Inspection and complaint with requirements
☑ Written Acceptance of Goods based on full compliance with RFQ
requirements by the end user
✓ Specifications of the Goods Required (Annex 1)
✓ Form for Submission of Quotation (Annex 2)
☑ Terms of Reference (Annex 3)
☑ General Terms and Conditions / Special Conditions (Annex 4).
Non-acceptance of the terms of the General Terms and Conditions
(GTC) shall be grounds for disqualification from this procurement
process.

⁵ UNDP preference is not to pay advanced amount upon signing of contract. If vendor strictly requires advanced payment, it will be limited only up to 20% of the total price quoted. For any higher percentage, or advanced payment of \$30,000 or higher, UNDP shall require the vendor to submit a bank guarantee or bank checque payable to UNDP, in the same amount as the advanced payment made by UNDP to the vendor.

⁶ UNDP reserves the right not to award the contract to the lowest priced offer, if the second lowest price among the responsive offer is found to be significantly more superior, and the price is higher than the lowest priced compliant offer by not more than 10%, and the budget can sufficiently cover the price difference. The term "more superior" as used in this provision shall refer to offers that have exceeded the pre-determined requirements established in the specifications.

⁷ This shall be used for time-critical and/or exigent requirements (e.g., post-crisis emergencies, elections, etc.).
⁸ Where the information is available in the web, a URL for the information may simply be provided.

Contact Person for Inquiries (Written inquiries only) ⁹	Justin Harris UNDP-Liberia, Mamba Point, Monrovia Email: justin.harris@undp.org and copy to: shahzad.bangash @undp.org
	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 and 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.

⁹ This contact person and address is officially designated by UNDP. If inquiries are sent to other person/s or address/es, even if they are UNDP staff, UNDP shall have no obligation to respond nor can UNDP confirm that the query was received.

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/procurement/protest.shtml.

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,

Shahzad Khan Bangash Procurement Specialist November 16, 2012

Technical Specifications

S/No	Item Category			
1	VSAT EQUIPMENT (SPECIFICATION)			
	• 1.8m V-Sat Dish with accessories C-band – Prodelin dish or			
	its equivalent			
	 5W BUC; Digital LNB IFL cable and connectors, 			
	Indoor router (cisco router) or equivalence for internal			
	network)			
	 Indoor unit – iRG-4G modem 			
	Outdoor antenna polar mount			
	 Installation, integration and grounding(earthing) 			
	Bandwidth monitoring equipment			
	Downlink Uplink			
	(kbps) (kbps)			
	256 128			

Shahzad Khan Bangash Procurement Specialist November 16, 2012

FORM FOR SUBMITTING SUPPLIER'S QUOTATION¹⁰

(This Form must be submitted only using the Supplier's Official Letterhead/Stationery¹¹)

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. **RFQ-UNDP-LR-CST-0112-2012**

TABLE 1: Offer to Supply Goods Compliant with Technical Specifications and Requirements

Item No.	Description/Specification of Goods	Unit	Quantity	Unit Price in USD	Total Price per Item
1.	 1.8m V-Sat Dish with accessories C-band – Prodelin dish or its equivalent 5W BUC; Digital LNB IFL cable and connectors, Indoor router (cisco router) or equivalence for internal network) Indoor unit – iRG-4G modem Outdoor antenna polar mount Installation, integration and grounding(earthing) 		01		
2.	Subscription Downlink Uplink (kbps) (kbps) 256 128	Months	12		
3.	Others				
4.	Total Final and All-Inclusive Price Quot	ation in USE)		

¹⁰ This serves as a guide to the Supplier in preparing the quotation and price schedule.

Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

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

Other Information pertaining to our	Your Responses		nses
Quotation are as follows :	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter proposal
Delivery Lead Time			
Estimated weight/volume/dimension of the Consignment:			
Warranty and After-Sales Requirements			
a) Minimum one (1) year warranty	•		
Validity of Quotation			
All Provisions of the UNDP General Terms and Conditions			

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

TERMS OF REFERENCE

1. Objectives

The present Terms of Reference aims to provide a framework for full TCP/IP Internet Service Provision for the UNDP Liberia Project in the Ministry of Internal Affairs office -Grand Kru. The service should be provided based on fixed monthly fee. Capacity requirement will require 256kbps for the downlink and 128 kbps for the uplink. Connection should be VSAT. The service is expected to be **highly stable and reliable.** The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities.

Bandwidth requirement (1:1)

Downlink	Uplink
(kbps)	(kbps)
256	128

2. Technical Requirements

- Internet service should be based on fixed monthly fee with a quarterly payment plan with no additional payment or limitation by traffic amount and time.
- Speed requirement: asymmetric as per the bandwidth requirement.
- No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection; no mandatory proxy servers and firewalls
- Subnet of at least 6 static publicly routable IP addresses is required
- Service reliability must be ensured. Overall uptime should not be less than 99%.
- Data confidentiality guarantee; Provider may not scan traffic (if this should be done for finding problems in the network a prior UNDP agreement must be obtained).
- Latency from to websites shall not be no more than 750 ms.
- A least 6 unique public IP addresses for the UNDP Electoral Project
- Worldwide reachability
- Support Managed VPN Services
- Policy on over subscription (ratio 1:1 to guarantee bandwidth)
- ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the at the site
- Tier 1 or Tier 2 connectivity to the Internet backbone
- Free and unlimited technical support
- Traffic management, network monitoring and access to raw log files
- Quality of Service

3. Additional Notes

• The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities. Under the normal circumstances all problems should be resolved within maximum 24 hours after the notification from UNDP-Liberia is received. The provider is also responsible for

- contacting designated UNDP-Liberia ICT Technical Unit for both scheduled and un-scheduled downtime.
- Offerors are required to describe what alternate routing or fallback arrangements for continuity of service they have in place (if any), should their primary link(s) to the Internet backbone become non operational. The offeror is to indicate what contracting arrangement they have with the primary Internet providers they work wit.
- The selected provider must provide a web interface facility for the UNDP to retrieve real time and historical information on network performance, utilization and usage analysis.
- UNDP-Liberia may wish to visit the vendor's Network Operations Centre.
- Possibility for Graceful Exit with a 30, 60 or 90 days period of written notice, without penalties for UNDP-Liberia
- The successful provider must have a physical presence, including availability of technical support, in the country
- The vendor will be responsible to provide all hardware equipment required to carry out the full implementation of the project at site

4. Implementation Timeline

All installation works should be accomplished and connection launched within 10 days after the signing of the Contract.

5. Qualification Requirements

UNDP-Liberia needs the following qualifications from the potential offeror:

- a. Solid experience in provision of services in nature, scale and complexity commensurate with the present terms of reference, with already provided services possessing features required by these terms of reference; The company must have at least three similar contracts (similar by scope, nature and amount), preferably with international / intergovernmental organizations. Evidences of contracts are required; references from other clients are highly welcomed.
- b. Qualified and experienced experts in system administration, working under the general supervision and guidance of the department and / or company manager and in cooperation and under the guidance of UNDP-Liberia's assigned focal point.

General Terms and Conditions

1. ACCEPTANCE OF THE PURCHASE ORDER

This Purchase Order may only be accepted by the Supplier's signing and returning an acknowledgement copy of it or by timely delivery of the goods in accordance with the terms of this Purchase Order, as herein specified. Acceptance of this Purchase Order shall effect a contract between the Parties under which the rights and obligations of the Parties shall be governed solely by the terms and conditions of this Purchase Order, including these General Conditions. No additional or inconsistent provisions proposed by the Supplier shall bind UNDP unless agreed to in writing by a duly authorized official of UNDP.

2. PAYMENT

- 2.1 UNDP shall, on fulfillment of the Delivery Terms, unless otherwise provided in this Purchase Order, make payment within 30 days of receipt of the Supplier's invoice for the goods and copies of the shipping documents specified in this Purchase Order.
- 2.2 Payment against the invoice referred to above will reflect any discount shown under the payment terms of this Purchase Order, provided payment is made within the period required by such payment terms.
- 2.3 Unless authorized by UNDP, the Supplier shall submit one invoice in respect of this Purchase Order, and such invoice must indicate the Purchase Order's identification number.
- 2.4 The prices shown in this Purchase Order may not be increased except by express written agreement of UNDP.

3. TAX EXEMPTION

- 3.1 Section 7 of the Convention on the Privileges and Immunities of the United Nations provides, inter alia, that the United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for utilities services, and is exempt from customs duties and charges of a similar nature in respect of articles imported or exported for its official use. In the event any governmental authority refuses to recognize UNDP's exemption from such taxes, duties or charges, the Supplier shall immediately consult with UNDP to determine a mutually acceptable procedure.
 - 3.2 Accordingly, the Supplier authorizes UNDP to deduct from the Supplier's invoice any amount representing such taxes, duties or charges, unless the Supplier has consulted with UNDP before the payment thereof and UNDP has, in each instance, specifically authorized the Supplier to pay such taxes, duties or charges under protest. In that event, the Supplier shall provide UNDP with written evidence that payment of such taxes, duties or charges has been made and appropriately authorized.

4. RISK OF LOSS

Risk of loss, damage to or destruction of the goods shall be governed in accordance with Incoterms 2010, unless otherwise agreed upon by the Parties on the front side of this Purchase Order.

5. EXPORT LICENCES

Notwithstanding any INCOTERM 2010 used in this Purchase Order, the Supplier shall obtain any export licences required for the goods.

6. FITNESS OF GOODS/PACKAGING

The Supplier warrants that the goods, including packaging, conform to the specifications for the goods ordered under this Purchase Order and are fit for the purposes for which such goods are ordinarily used and for purposes expressly made known to the Supplier by UNDP, and are free from defects in workmanship and materials. The Supplier also warrants that the goods are contained or packaged adequately to protect the goods.

7. INSPECTION

- 7.1 UNDP shall have a reasonable time after delivery of the goods to inspect them and to reject and refuse acceptance of goods not conforming to this Purchase Order; payment for goods pursuant to this Purchase Order shall not be deemed an acceptance of the goods.
- 7.2 Inspection prior to shipment does not relieve the Supplier from any of its contractual obligations.

8. INTELLECTUAL PROPERTY INFRINGEMENT

The Supplier warrants that the use or supply by UNDP of the goods sold under this Purchase Order does not infringe any patent, design, trade-name or trade-mark. In addition, the Supplier shall, pursuant to this warranty, indemnify, defend and hold UNDP and the United Nations harmless from any actions or claims brought against UNDP or the United Nations pertaining to the alleged infringement of a patent, design, trade-name or trade-mark arising in connection with the goods sold under this Purchase Order.

9. RIGHTS OF UNDP

In case of failure by the Supplier to fulfil its obligations under the terms and conditions of this Purchase Order, including but not limited to failure to obtain necessary export licences, or to make delivery of all or part of the goods by the agreed delivery date or dates, UNDP may, after giving the Supplier reasonable notice to perform and without prejudice to any other rights or remedies, exercise one or more of the following rights:

- 9.1 Procure all or part of the goods from other sources, in which event UNDP may hold the Supplier responsible for any excess cost occasioned thereby.
- 9.2 Refuse to accept delivery of all or part of the goods.
- 9.3 Cancel this Purchase Order without any liability for termination charges or any other liability of any kind of UNDP.

10. LATE DELIVERY

Without limiting any other rights or obligations of the parties hereunder, if the Supplier will be unable to deliver the goods by the delivery date(s) stipulated in this Purchase Order, the Supplier shall (i) immediately consult with UNDP to determine the most expeditious means for delivering the goods and (ii) use an expedited means of delivery, at the Supplier's cost (unless the delay is due to <u>Force Majeure</u>), if reasonably so requested by UNDP.

11. ASSIGNMENT AND INSOLVENCY

11.1. The Supplier shall not, except after obtaining the written consent of UNDP, assign, transfer, pledge or make other disposition of this Purchase Order, or any part thereof, or any of the Supplier's rights or obligations under this Purchase Order.

11.2. Should the Supplier become insolvent or should control of the Supplier change by virtue of insolvency, UNDP may, without prejudice to any other rights or remedies, immediately terminate this Purchase Order by giving the Supplier written notice of termination.

12. USE OF UNDP OR UNITED NATIONS NAME OR EMBLEM

The Supplier shall not use the name, emblem or official seal of UNDP or the United Nations for any purpose.

13. PROHIBITION ON ADVERTISING

The Supplier shall not advertise or otherwise make public that it is furnishing goods or services to UNDP without specific permission of UNDP in each instance.

14. CHILD LABOUR

The Supplier represents and warrants that neither it nor any of its affiliates is engaged in any practice inconsistent with the rights set forth in the Convention on the Rights of the Child, including Article 32 thereof, which, inter alia, requires that a child shall be protected from performing any work that is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral or social development.

Any breach of this representation and warranty shall entitle UNDP to terminate this Purchase Order immediately upon notice to the Supplier, without any liability for termination charges or any other liability of any kind of UNDP.

15. MINES

The Supplier represents and warrants that neither it nor any of its affiliates is actively and directly engaged in patent activities, development, assembly, production, trade or manufacture of mines or in such activities in respect of components primarily utilized in the manufacture of Mines. The term "Mines" means those devices defined in Article 2, Paragraphs 1, 4 and 5 of Protocol II annexed to the Convention on Prohibitions and Restrictions on the Use of Certain Conventional Weapons Which May Be Deemed to Be Excessively Injurious or to Have Indiscriminate Effects of 1980.

Any breach of this representation and warranty shall entitle UNDP to terminate this Purchase Order immediately upon notice to the Supplier, without any liability for termination charges or any other liability of any kind of UNDP.

16. SETTLEMENT OF DISPUTES

- **16.1 Amicable Settlement.** The Parties shall use their best efforts to settle amicably any dispute, controversy or claim arising out of, or relating to this Purchase Order or the breach, termination or invalidity thereof. Where the Parties wish to seek such an amicable settlement through conciliation, the conciliation shall take place in accordance with the UNCITRAL Conciliation Rules then obtaining, or according to such other procedure as may be agreed between the Parties.
- 16.2 Arbitration. Unless, any such dispute, controversy or claim between the Parties arising out of or relating to this Purchase Order or the breach, termination or invalidity thereof is settled amicably under the preceding paragraph of this Section within sixty (60) days after receipt by one Party of the other Party's request for such amicable settlement, such dispute, controversy or claim shall be referred by either Party to arbitration in accordance with the UNCITRAL Arbitration Rules then obtaining, including its provisions on applicable law. The arbitral tribunal shall have no authority to award punitive damages. The Parties shall be bound by any arbitration award rendered as a result of such arbitration as the final adjudication of any such controversy, claim or dispute.

17. PRIVILEGES AND IMMUNITIES

Nothing in or related to these General Terms and Conditions or this Purchase Order shall be deemed a waiver of any of the privileges and immunities of the United Nations, including its subsidiary organs.

18. SEXUAL EXPLOITATION:

- 18.1 The Contractor shall take all appropriate measures to prevent sexual exploitation or abuse of anyone by it or by any of its employees or any other persons who may be engaged by the Contractor to perform any services under the Contract. For these purposes, sexual activity with any person less than eighteen years of age, regardless of any laws relating to consent, shall constitute the sexual exploitation and abuse of such person. In addition, the Contractor shall refrain from, and shall take all appropriate measures to prohibit its employees or other persons engaged by it from, exchanging any money, goods, services, offers of employment or other things of value, for sexual favors or activities, or from engaging in any sexual activities that are exploitive or degrading to any person. The Contractor acknowledges and agrees that the provisions hereof constitute an essential term of the Contract and that any breach of this representation and warranty shall entitle UNDP to terminate the Contract immediately upon notice to the Contractor, without any liability for termination charges or any other liability of any kind.
- 18.2 UNDP shall not apply the foregoing standard relating to age in any case in which the Contractor's personnel or any other person who may be engaged by the Contractor to perform any services under the Contract is married to the person less than the age of eighteen years with whom sexual activity has occurred and in which such marriage is recognized as valid under the laws of the country of citizenship of such Contractor's personnel or such other person who may be engaged by the Contractor to perform any services under the Contract.

19.0 OFFICIALS NOT TO BENEFIT:

The Contractor warrants that no official of UNDP or the United Nations has received or will be offered by the Contractor any direct or indirect benefit arising from this Contract or the award thereof. The Contractor agrees that breach of this provision is a breach of an essential term of this Contract.

20. AUTHORITY TO MODIFY:

Pursuant to the Financial Regulations and Rules of UNDP, only the UNDP Authorized Official possess the authority to agree on behalf of UNDP to any modification of or change in this Agreement, to a waiver of any of its provisions or to any additional contractual relationship of any kind with the Contractor. Accordingly, no modification or change in this Contract shall be valid and enforceable against UNDP unless provided by an amendment to this Agreement signed by the Contractor and jointly by the UNDP Authorized Official.