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GHANA

Terms of Reference
for the

Provision of Mobile Phone Services for UNDP Ghana and other UN Agencies on Long Term Agreement (LTA) Basis

Ghana, Accra
November 16, 2016

Terms of Reference (ToR)

GENERAL INFORMATION

Services/Work Description: Provision of Mobile Phone Services for UNDP Ghana and other UN Agencies on Long Term Agreement (LTA) Basis

Project/Program Title: Management Service

Specific Location: UNDP Ghana Country Office

Type of the Contract: Long Term Agreement (LTA) Basis for two (2) years with a possibility of one year extension upon satisfactory performance

Latest Expected Service Start Date: January 2, 2017

I. BACKGROUND / RATIONALE

In Ghana, UNDP supports national efforts and capacity building for sustainable human development in line with Ghana's own development strategies. The UNDP Country Programme for Ghana, which covers the period 2012-2016, is derived from the United Nations Development Assistance Framework (UNDAF), and is in line with the Ghana Shared Growth Development Agenda. The programme focuses on the following three thematic areas: Democratic Governance, Inclusive Growth and Sustainable Development.

The Country Office has also demonastrated its commitment in various occasions in supporting Ghana achieve the global Millennium Development Goals (MDGs) as well as the national objectives articulated in the consecutive Five-Year Plans. We aim to improve the lives of the poorest women and men, the marginalized and the disadvantaged in Ghana.

While UNDP's catalytic interventions in Ghana are helping to enhance the country's progress towards meeting its development agenda of sustainable and equitable growth, it is also providing operational support to other UN agencies in an effort to achieve ultimate operational efficiency. To this effect, UNDP Ghana as a Lead Agency is facilitating the procurement of Mobile Phone Services from competent and eligible mobile phone service providers for its Country Office and on behalf of other UN Agencies in Ghana.

II. OBJECTIVES OF THE SERVICE

Mobile Phone Services, which would cover the provision of voice communications, data communications and related services, is one of the back-office services required to keep UNDP Ghana and other UN Agencies operations running in a cost effective way thereby efficiently delivering programme activities.

UNDP Ghana Office, therefore, seeks to set up a Long Term Agreement (LTA) with qualified Mobile Service Providers that are licensed by the National Communication Authority (NCA) of the Government of Ghana. The contract shall be valid for **two (2**) year with the possibility to **renew for one (1) more additional** year upon satisfactory performance.

III. SCOPE OF THE SERVICES

The UNDP Ghana Country Office hereby invites potentially qualified mobile Service Providers which offers Closed User Group (CUG) service that supports GSM/GPRS which is connected to its Fixed Telephone Private Branch Exchange (PBX). The specific scope of services are:

1. **Number of Subscribers:** 100 Subscribers with another 200 or so reserved for the UNDP as a contiguous block of Defined Numbers. Subscribers are defined as any individual from within UNDP or, other UN Agencies when confirmed by UNDP. The order can only be made and approved by UNDP or delegated representative. Other UN Agencies in Ghana can also piggyback on UNDP Ghana's Conract Terms and Conditions.

2. **Closed User Group** service for all UNDP Subscribers as defined above at a free monthly fee enabling efficient and cost effective calls between Subscribers;
3. **SIM Cards:**
    a. Up to 100 SIM cards, configured as **Pre-Paid or Post-Paid**. All SIM cards shall be part of the CUG. Note that only selected staff will have post-paid;
    b. The vendor shall replace any lost or damaged SIM cards with the same call number within a maximum of one (1) working day upon written notification by UNDP;
    c. International access **shall not** be provided by default to Post-Paid subscribers but can be activated within one working day after UNDP's written request. In addition to International access restriction, the Contractor shall restrict selected groups of Subscribers to calling only Closed User Group within one working day after UNDP Deputy Country Director for Operations (or his/her designated representative's) written request. Moreover, the Contractor shall set credit limits for selected groups of Subscribers as requested in writing by the UNDP, the Subscriber shall only be allowed to receive and make call to one emergency number (e.g. 0XXX 1111). This option shall be at no additional cost to UNDP; and
    d. Roaming services shall be provided by the Contractor to UNDP Post-Paid subscribers upon written request from UNDP specifying the line(s) involved and within one working day from such written request. Likewise, the Contractor shall restrict selected groups of Subscribers roaming services outside Ghana upon written request from UNDP specifying the line(s) involved and within one working day from such written request.
4. **GSM**
    a. Mobile subscribers should have the ability to call any telephone, mobile or otherwise, within Ghana and abroad unless restricted at the request of UNDP as per paragraph 3. C. above. Mobile phones should be able to receive calls from all the telephone service providers within Ghana and abroad, except from numbers barred at the request of UNDP;
    b. Closed User Group operation;
    c. International Roaming;
    d. SMS broadcast;
    e. Barring of incoming calls from selected mobiles; and
    f. Ability to block international access and roaming
5. **Internet Modem:** Internet Service Provider shall avail apporaite one to ensure best service for UNDP Ghana and other UN Agencies
6. **Other Technical Requirements**
    a. Provide the contractual requirements for the service (i.e. such as term of the contract, return policy for defective products, early termination penalty, etc.).
    b. Describe your voice service and equipment offering (i.e. call waiting, caller ID, call hold, call forward, voicemail with numeric paging, corporate pooled minutes, long distance, free mobile phones with multi-year commitment, etc.).
    c. Describe your wireless data service and equipment offerings, including the technologies used (i.e. Cellular Digital Packet Data, Wireless Internet Access, etc.). What percent of your covered territory uses this technology? Explain the technological advantages of the wireless network your company currently offers. How do you ensure network security?
    d. Based on the estimated number of phones, provide a detailed description of **local, regional and international plans** for UNDP Ghana employees/users under the corporate account. For each plan, include monthly access fee and local airtime for minutes over plan allotment rate.
    e. Describe your fraud protection plans.
    f. Please briefly explain how your network is protected in the event of a disaster, i.e. flood, hurricane, thunderstorm, etc.
    g. Describe your hours of peak and off-peak usage, if applicable.

h. A number of units utilized by UNDP Ghana employees are "email critical" Smart Phone devices. These employees will need devices with wireless messaging, data, etc. services. Please describe available Smart Phone units (e.g. Android, iPhone …etc).
i. As this service will be utilized by a number of UNDP Ghana employees who routinely travel to varying points in the region, do you expect any areas of the region to be less accessible in terms of connectivity?
j. As this service will be utilized by a number of UNDP Ghana employees who routinely travel to varying points in the Europe, Americas etc, do you expect any areas of to be less accessible in terms of connectivity?
k. Are samples of your products available for a subset of our users to try before we agree to purchase?

7. Billing:

a. UNDP Ghana expects to receive **one invoice per month** from the service provider in which each call is fully documented with at least start/end date and time, call duration, origin and destination, telephone numbers, and cost per call.
b. Other UN Agencies shall have their own specific USER ID or account and will be charged accordingly and billed directly

8. Implementation and Equipment:

a. UNDP Ghana would prefer that the service provider waive the activation fee for services under the corporate account. Please indicate this activation fee amount on the cost sheet, if it is applicable.
b. The UNDP Ghana Operations Analyst and ICT Associate will be UNDP Ghana's main focal points of contact in regards to cell phone operation, distribution, and orders. Describe the options for ordering equipment and service. Do you offer a single point of contact for all orders? Describe the order process from initial request to receipt of goods.
c. Provide brand, model numbers and brochures of all equipment to be supplied under this agreement.

9. Support/Customer Service:

a. Any service interruptions must be resolved within 12 hours. The vendor must provide the names and telephone numbers of persons to contact in the event of a service interruption.
b. The required services shall be rendered on a 24 hours around the clock, basis.
c. Possession of a Call Center
d. Include the procedure for reporting outages and notification to UNDP/ UN in case of scheduled maintenance, emergency maintenance and/ or other outages
e. Describe your pre-and post-sale support services, including but not limited to:
   - Assigned single point of contact for UNDP Ghana;
   - Delivery of equipment;
   - Training;
   - Technical support and hours;
   - Maintenance;
   - Please indicate customer service hours.

10. Account Management:

a. Do cellular phones arrive activated? If not, what steps does an IT administrative coordinator/ end-user need to take to activate a phone? What action does this end-user need to take if there are problems with a phone received (i.e. not activated, dead on arrival, etc.)? Will you assign an account manager who will be easily contacted?
b. What is the timeframe, i.e., maximum number of days, for activating a new phone or replacing a phone? Describe your notification process when an individual wishes to terminate the service/ contract.

11. Warranty and Support

a. Provide warranty information. Be sure to list any and all exclusions to the warranty offered.
b. Include information about customer support services, trouble reporting, and maintenance agreements.

12. Handsets/Accessories at Preferential Rates for:

a. Basic GSM phoneset
b. Smartphone supporting GPRS
c. Bidders shall provide a catalogue to be included in the technical specifications of offered equipment, brochure or similar document that will prove the required technical characteristics of the services and products offered.

IV. MINIMUM PERFORMANCE STANDARDS

The Mobile Service Provider shall perform and deliver its services in accordance with the herein prescribed Minimum Performance Standards which shall be the basis for periodical Performance Review and Appriasal.

No.	Product/Service	Performance Attribute	Definition	Standard/Service Level
1	**Provide Quotations**	Speed and efficiency	Ability to quickly and accurately provide Quotations by understanding UN Agency's needs.	Quotations received within 1 working day upon receipt of request
2	**Delivery**	Speed, Efficiency & Hygiene	Ability to deliver goods promptly	Sufficient supporting staff to accommodate & respond to clients requests.
3	**Billing**	Accuracy	Ability to generate billing statements without errors **Other UN Agencies shall have their own USER ID and will be charged accordingly and billed directly.**	Zero-error or no discrepancy between invoices and attachments
		Clarity	Ability to generate bills that are transparent or easy to understand	Zero-returns for clarification/explanation
		Frequency and account management	Ability to generate statements when required for UN agencies accounts. Effective account reconciliation process.	UNDP Ghana will be provided with monthly statements for accounts and/or upon request if outside schedule Dates for statement issuance. Account arrears maintained below 90 days
4	**Rates/Pricing**	Fairness	Discounted/reasonable charges for the services offered to UNDP Ghana and other UN agencies	Prices conform to price schedule established in Long Term Agreement (LTA) for its period of contract coverage.
		Good Value for Money (VFM) for indicated price for both mobile service and **Handset smart**	Competitiveness of prices quoted	Prices offered are the most competitive within same vicinity and without compromising quality of

No.	Product/Service	Performance Attribute	Definition	Standard/Service Level
		phones		good/services. Volume discount given
5	**Service Quality**	Accessibility	Ability to access or approach the service provider	**Telephone:** focal point or alternate contactable on landline or mobile when required. **Emergency:** 24 hours **E-mail:** emails responded to within 1 working day **Website:** ability to provides services/information through website
		Responsiveness	Willingness to go out of one's way to assist UNDP Ghana and other UN agencies	Acknowledge receipt of request 1 working day Services performed in accordance with timelines stated in point 1, 2 and 3 above. Regular Performance Reviews meetings (twice a year) with UNDP Ghana and other UN agencies Agency
6	**Problem Solving**	Complaint Handling	Ability to quickly resolve complaints	Timelines: one week
7	**Communications**	Awareness level of the UN agencies of major changes in the industry practices or changes in prices	Changes to services, changes in personnel and changes in company policies which may have an impact on the services provided to the UN gencies are communicated. UNDP Ghana is well informed about matters relating to the working arrangements, which may affect the terms and conditions and service standards as it relates to the LTA	**Frequency of communications:** monthly
8	**Office Premises and Hours of Services**	Readiness to do business	Sufficient manpower to commence business at the start of office hours; provision of skeletal workforce to answer calls during breaks	Same hours/day of work as the UN System; Accommodations of calls during off-hours. Zero complaints that no one was around to answer calls.

V. MINIMUM ORGANIZATION AND SUPPORT TASK FORCE REQUIREMENTS

The Proposal for this contract will be evaluated according to the following criteria:

- A good track record in serving international organizations, embassies, government agencies, private and multinational corporations for a minimum of at least **5 years**

- Able to provide the CVs for key personnel to be dedicated in due course of the provision of comprehensive Mobile Phone Services. CVs should demonstrate qualifications in area of expertise relevant to the Contract.
- Financially stable which shall be accompanied by audited financial statement for the **last two years**
- Willing and able to guarantee the delivery of mobile phone services and Smartphones in accordance with the performance standards required by this TOR

VI. CRITERIA FOR SELECTING THE BEST OFFER

Competent and eligible Mobile Phone Service Provider is expected to submit both the Technical and Financial Proposals. Accordingly; the Service Provider will be evaluated and awarded on the basis of the following conditions:

- Evaluation method to be used in selecting the Combined Scoring Method, using the 70%-30% distribution for Technical and Financial proposals, respectively, where the minimum passing score of technical proposal is 70%, and award the contract for Long Term Agreement (LTA) to **Highest Combined Score** offer of technically qualified/responsive Bid; and
- Accepts all provisions of Request for Proposa (RFP) General Terms and Conditions annexed to respective RFP Proposal Submission Form

VII. RECOMMENDED PRESENTATION OF TECHNICAL PROPOSAL

For purposes of generating proposals whose contents are uniformly presented and to facilitate their comparative review, a Service Provider is advised to use a proposed Table of Contents. Hence, your Technical Proposal document must have at least the preferred content as outlined in the respective RFP Proposal Submission Form.