

**REQUEST FOR QUOTATION (RFQ)**

|  |  |
| --- | --- |
| UNDP BIH; Zmaja od Bosne bb. 71000 Sarajevo | DATE: February 17, 2020 |
| REFERENCE: RFQ/016/20 |

Dear Sir / Madam:

We kindly request you to submit your quotation for **Supply, delivery and installation of internet service connection for period of one (1) year**, as detailed in Annex 1 of this RFQ. When preparing your quotation, please be guided by the form attached hereto as Annex 2.

Quotations may be submitted on or before 10:00 a.m. CET on 24th February 2020*, via  email* to the address below:

**United Nations Development Programme**

Zmaja od Bosne bb

GS UNIT

[***Registry.ba@undp.org***](mailto:Registry.ba@undp.org)***;***

***fax +387 33 552 330***

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. When 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 abovementioned good/s:

|  |  |  |
| --- | --- | --- |
| Delivery Terms [INCOTERMS 2010]  *(Pls. link this to price schedule)* | DAP  Other *[pls. specify]* | |
| Customs clearance, if needed, shall be done by: | UNDP  Supplier/Offeror  Freight Forwarder | |
| Exact Address/es of Delivery Location/s (identify all, if multiple) | Locations stated in Annex 1 | |
| UNDP Preferred Freight Forwarder, if any | N/A | |
| Distribution of shipping documents *(if using freight forwarder)* | N/A | |
| Latest Expected Delivery Date and Time *(if delivery time exceeds this, quote may be rejected by UNDP)* | 5-7 days from the issuance of the Purchase Order (PO)/signing LTA | |
| Delivery Schedule | Not Required | |
| Packing Requirements | N/A | |
| Mode of Transport | AIR | LAND |
| SEA | OTHER *[pls. specify]* |
| Preferred Currency of Quotation | Local Currency : BAM | |
| Value Added Tax on Price Quotation | Must be exclusive of VAT and other applicable indirect taxes (VAT to be stated separately) | |
| After-sales services required | Technical Support  Provision of Service Unit when pulled out for maintenance/ repair | |
| Deadline for the Submission of Quotation | 10:00 a.m. *Monday, February 24, 2020* | |
| All documentations, including catalogs, instructions and operating manuals, shall be in this language | English or  Others B/H/S | |
| Documents to be submitted | Duly Accomplished Form as provided in Annex 2, and in accordance with the list of requirements in Annex 1;  Quality Certificates (ISO, etc.) if available and where applicable;  Latest Business Registration Certificate;  Written Self-Declaration of not being included in the UN Security Council 1267/1989 list, UN Procurement Division List or other UN Ineligibility List;  Copy of VAT registration document  Valid ISP license issued by RAK  Valid contracts with all ISP upstream providers  Valid ISP Professional privacy policy | |
| Period of Validity of Quotes starting the Submission Date | 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 | Not Permitted | |
| Payment Terms | 100% upon complete delivery of goods | |
| Liquidated Damages | N/A | |
| Evaluation Criteria  *[check as many as applicable]* | Technical responsiveness/Full compliance to requirements and lowest price  Comprehensiveness of after-sales services  Full acceptance of the PO/Contract General Terms and Conditions | |
| UNDP will award to: | One Supplier, depending on the following factors: *Lowest technically compliant per services required.* | |
| Type of Contract to be Signed | Long-Term Agreement | |
| Special conditions of Contract | Cancellation of PO/Contract if the delivery/completion is delayed by 60 days | |
| Conditions for Release of Payment | Passing Inspection  Complete Installation  Written Acceptance of Goods based on full compliance with RFQ requirements  Others Monthly subscription/billing after services are provided | |
| Annexes to this RFQ | Specifications of the Goods/services Required (Annex 1)  Form for Submission of Quotation (Annex 2)  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) | *UNDP BIH*  *GS UNIT*  *registry.ba@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 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,**

*UNDP BIH*

**Annex 1**

**Technical Specifications**

# Technical Specifications

## Internet Connections

United Nations Development Programme in Bosnia and Herzegovina would like to enter into Long Term Agreement with a BIH licensed Internet services provider for the Internet Service connections, with possible extension.

Please Indicate:

* Any one-time charges (installation costs, initial subscription), if applicable.
* Monthly subscription
* Any discounts applicable.

Contract duration related discounts (Consider contract duration for 1 and 2 years).

## General Technical Requirements:

|  |  |
| --- | --- |
| Terminal equipment | ISP must provide terminal equipment |
| Terminal equipment interface | RJ45 - Ethernet port |
| Autonomous Number | Please provide your AS |
| Average network utilization rate for the ISP | Must be less than 60% |
| Max # hops to Internet backbone | Please indicate. Must be less than 5 |
| Guaranteed bandwidth end-to-end | ISP must guaranty end-to-end bandwidth |
| Service availability | Must be 99.7% or higher |
| Redundant, dedicated point to point links to the Internet. ISP must have at least 2 dedicated links to different upstream providers.  At least one of the links should not be via local BiH ISP. | Please provide list of your upstream providers with AS numbers, capacity and type of connection (terrestrial, fiber optic, wireless, satellite). |
| Professional privacy policy | Please provide your privacy policy document. |
| Free and unlimited technical support | ISP must provide 24/7 technical support |
| Network monitoring | ISP must provide access to network monitoring data for the customers link |

## Location specific and bandwidth requirements:

|  |  |  |  |
| --- | --- | --- | --- |
|  | Location | Connection | Bandwidth |
| 1. | Sarajevo  Importanne Building - Zmaja od Bosne 7 | Dedicated (CIR 1/1), terrestrial connection (fiberoptic) with minimum one (1) static IP addresses. | 50 Mb/s |

**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. RFQ/016/20:

## TABLE 2: Internet Connection General

|  |  |
| --- | --- |
| Autonomous Number: |  |
| Average network utilization rate for the ISP: |  |
| Max # hops to Internet backbone |  |
| Service availability % |  |

## TABLE 3: Internet Connection Upstream Providers

|  |  |
| --- | --- |
| **UPSTREAM PROVIDER NAME** |  |
| AS Number |  |
| Type of connection |  |
| Bandwidth |  |
| **UPSTREAM PROVIDER NAME** |  |
| AS Number |  |
| Type of connection |  |
| Bandwidth |  |

## TABLE 4: Internet Services Connection

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Location | Connection | Bandwidth | One-Time Costs | Monthly subscription (no contract) | Monthly subscription (1 year contract) | Monthly subscription (2 year contract) | Other discounts |
| 1. | Sarajevo  Importanne Building - Zmaja od Bosne 7 | Dedicated (CIR 1/1), terrestrial connection (fiberoptic) with minimum 1 (one) static IP addresses. | 50 Mb/s |  |  |  |  |  |
|  | | | | | |

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]*

Annex 3

