



## REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: June 18, 2020 REFERENCE: RFP/TZA/2020/001 Request for Proposals for the <b>FOR-INTERNET SERVICE PROVISION TO UN ZANZIBAR SUB OFFICE</b>
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Dear Sir / Madam:

We kindly request you to submit your Proposal for **internet Service Provision to UN Zanzibar Sub Office**.

Please be guided by the form attached hereto as Annex 2, in preparing your Proposal.

Proposals may be submitted on or before Monday 24<sup>th</sup> June 2020 at 11:00 hours to [tenders.tz@undp.org](mailto:tenders.tz@undp.org)

Your Proposal must be expressed in the [English Language](#), and valid for a minimum period of **120 days**.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it reaches the address above on or before the deadline. Proposals that are received by UNDP after the deadline indicated above, for whatever reason, shall not be considered for evaluation. If you are submitting your Proposal by email, kindly ensure that they are signed and in the .pdf format, and free from any virus or corrupted files.

Services proposed shall be reviewed and evaluated based on completeness and compliance of the Proposal and responsiveness with the requirements of the RFP and all other annexes providing details of UNDP requirements.

The Proposal that complies with all of the requirements, meets all the evaluation criteria and offers the best value for money shall be selected and awarded the contract. Any offer that does not meet the requirements shall be rejected.

Any discrepancy between the unit price and the total price shall be re-computed by UNDP, and the unit price shall prevail and the total price shall be corrected. If the Service Provider does not accept the final price based on UNDP's re-computation and correction of errors, its Proposal will be rejected.

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 Proposal. 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 Contract or Purchase Order that will be issued as a result of this RFP shall be subject to the General Terms and Conditions indicated herein. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP in this link: <http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html>

Please be advised that UNDP is not bound to accept any Proposal, nor award a contract or Purchase Order, nor be responsible for any costs associated with a Service Providers preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

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 Service Provider to prevent and avoid 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, cost estimates, and other information used in this RFP.

UNDP implements a zero tolerance on fraud and other proscribed practices, and is committed to preventing, identifying and addressing all such acts and practices against UNDP, as well as third parties involved in UNDP activities. UNDP expects its Service Providers to adhere to the UN Supplier Code of Conduct found in this link : [http://www.un.org/depts/ptd/pdf/conduct\\_english.pdf](http://www.un.org/depts/ptd/pdf/conduct_english.pdf)

Thank you and we look forward to receiving your Proposal.

Sincerely yours,



*Sergio Valdini*  
Deputy Resident Representative  
18 June 2020

**Annex 1****Description of Requirements**

Context of the Requirement	<b>FOR-INTERNET SERVICE PROVISION TO UN ZANZIBAR SUB OFFICE</b>
Implementing Partner of UNDP	N/A
Brief Description of the Required Services	An Internet Servicer (ISP) is required to facilitate provision of high level and reliable internet under the supervision of the UN Sub Office IT officer connectivity to enable smooth and uninterrupted communication of the UN in Zanzibar
List and Description of Expected Outputs to be Delivered	<p>The following deliverables must be provided under this assignment:</p> <p><b>Expected Output:</b></p> <ul style="list-style-type: none"> <li>• Smooth uninterrupted connectivity of 20Mbps or higher</li> <li>• Timely troubleshooting and fixing of internet outage problems</li> <li>• Monthly operational performance and usage reports</li> </ul>
Person to Supervise the Work/Performance of the Service Provider	UN Sub Office IT officer
Frequency of Reporting	<ul style="list-style-type: none"> <li>• <i>Monthly</i></li> </ul>
Progress Reporting Requirements	As and when required
Location of work	UN SUB OFFICE ZANZIBAR
Expected duration of work	1 YEAR.
Target start date	01 <sup>st</sup> July 2020
Travels Expected	N/A
Special Security Requirements	N/A
	N/A

Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)				
Implementation Schedule indicating breakdown and timing of activities/sub-activities	<input checked="" type="checkbox"/> Required			
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required <i>CVs and copies of certificates for at least three key staff that will be engaged on the Contract meeting the qualifications and experiences indicated in the TORs (Annex 3) should be submitted with the proposal. The CVs should clearly indicate the qualifications, experience and relevant previous projects undertaken by the staff.</i>			
Currency of Proposal	<input checked="" type="checkbox"/> TZS			
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> Must be inclusive of VAT and other applicable indirect taxes <i>VAT registered firms from Tanzania must indicate the VAT component separately after the net price.</i>			
Validity Period of Proposals (Counting for the last day of submission of quotes)	<input checked="" type="checkbox"/> 120 days In exceptional circumstances, UNDP may request the Proposer to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Proposal shall then confirm the extension in writing, without any modification whatsoever on the Proposal.			
Partial Quotes	<input checked="" type="checkbox"/> Not permitted			
Payment Terms <sup>1</sup>	Outputs	Percentage	Timing	Condition for Payment Release
MONTHLY PAYMENT				

<sup>1</sup> UNDP preference is not to pay any amount in advance upon signing of contract. If the Service Provider strictly requires payment in advance, it will be limited only up to 20% of the total price quoted. For any higher percentage, or any amount advanced exceeding \$30,000, UNDP shall require the Service Provider to submit a bank guarantee or bank cheque payable to UNDP, in the same amount as the payment advanced by UNDP to the Service Provider.

Person(s) to review/inspect/ approve outputs/complete d services and authorize the disbursement of payment	<b>UN Sub Office IT officer</b>
Criteria for Contract Award	<input checked="" type="checkbox"/> <b>Lowest Price Quote among technically responsive offers</b> <input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criterion and cannot be deleted regardless of the nature of services required. Non acceptance of the GTC may be grounds for the rejection of the Proposal.
Criteria for the Assessment of Proposal	<b><u>Technical Proposal (70%)</u></b> <input checked="" type="checkbox"/> Expertise of the Firm 10% <input checked="" type="checkbox"/> Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan 40% <input checked="" type="checkbox"/> Management Structure and Qualification of Key Personnel 20%  <b><u>Financial Proposal (30%)</u></b> To be computed as a ratio of the Proposal's offer to the lowest price among the proposals received by UNDP.
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider
Type of Contract to be Signed	<input checked="" type="checkbox"/> Purchase Order <input checked="" type="checkbox"/> Contract Face Sheet (Goods and-or Services) UNDP (this template is also utilised for Long-Term Agreement <sup>2</sup> and <i>if LTA will be signed, specify the document that will trigger the call-off. E.g., PO, etc.)</i>
Contract General Terms and Conditions <sup>3</sup>	<input type="checkbox"/> General Terms and Conditions for contracts (goods and/or services) <input checked="" type="checkbox"/> General Terms and Conditions for the minimum contracts (services only, less than \$50,000) Applicable Terms and Conditions are available at: <a href="http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html">http://www.undp.org/content/undp/en/home/procurement/business/how-we-buy.html</a>

<sup>2</sup> Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation

<sup>3</sup> Service Providers are alerted that non-acceptance of the terms of the General Terms and Conditions (GTC) may be grounds for disqualification from this procurement process.

Annexes to this RFP <sup>4</sup>	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Detailed TOR <i>[optional if this form has been accomplished comprehensively]</i>
Contact Person for Inquiries (Written inquiries only) <sup>5</sup>	<i>Severina Mwakiluma</i> <i>Procurement Associate</i> <i><a href="mailto:Severina.mwakiluma@undp.org">Severina.mwakiluma@undp.org</a></i> 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.
Other Information <i>[pls. specify]</i>	

<sup>4</sup> Where the information is available in the web, a URL for the information may simply be provided.

<sup>5</sup> 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.

## FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL<sup>6</sup>

*(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery<sup>7</sup>)*

[insert: Location].

[insert: Date]

To: [insert: Name and Address of UNDP focal point]

Dear Sir/Madam:

We, the undersigned, hereby offer to render the following services to UNDP in conformity with the requirements defined in the RFP dated [specify date], and all of its attachments, as well as the provisions of the UNDP General Contract Terms and Conditions:

### A. Qualifications of the Service Provider – Allocate the 10 points to specific criteria listed below

*The Service Provider must describe and explain how and why they are the best entity that can deliver the requirements of UNDP by indicating the following:*

- a) *Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations;*
- b) *Business Licenses – Registration Papers, Tax Payment Certification, etc.*
- c) *Valid business licence – 2.5 points*
- d) *Valid TAX Clearance certificate - 2.5 points*
- e) *Latest Audited Financial Statement – income statement and balance sheet to indicate its financial stability, liquidity, credit standing, and market reputation, etc. ;*
- f) *Track Record – list of Three clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contract references; 5 points*
- g) *Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.*
- h) *Written Self-Declaration that the company is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.*

### B. Proposed Methodology for the Completion of Services - Allocate the 40 points to specific criteria listed below

*The Service Provider must describe how it will address/deliver the demands of the RFP; providing a detailed description of the essential performance characteristics, reporting conditions and quality assurance mechanisms that will be put in place, while demonstrating that the proposed methodology will be*

<sup>6</sup> This serves as a guide to the Service Provider in preparing the Proposal.

<sup>7</sup> Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

*appropriate to the local conditions and context of the work.*

**C. Qualifications of Key Personnel - Allocate the 20 points to specific criteria listed below**

*If required by the RFP, the Service Provider must provide:*

- a) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.; Seek details for qualifications related to required Technical personnel*
- b) CVs demonstrating qualifications must be submitted if required by the RFP; and*
- c) Written confirmation from each personnel that they are available for the entire duration of the contract.*

**D. Cost Breakdown per Deliverable\***

**Financial Proposal format**

S/N	Description	Amount (TZS)
1	Monthly Internet fee	.....
2	Any other Cost elements	.....

**E. Cost Breakdown by Cost Component [This is only an Example]:**

Description of Activity	Remuneration per Unit of Time	Total Period of Engagement	No. of Personnel	Total Rate
<b>I. Personnel Services</b>				
1. Services from Home Office				
a. Expertise 1				
b. Expertise 2				
2. Services from Field Offices				
a. Expertise 1				
b. Expertise 2				
3. Services from Overseas				
a. Expertise 1				
b. Expertise 2				
<b>II. Out of Pocket Expenses</b>				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
<b>III. Other Related Costs</b>				

*[Name and Signature of the Service Provider's  
Authorized Person]  
[Designation][Date]*





### **TERMS OF REFERENCE**

#### **TERMS OF REFERENCE FOR INTERNET SERVICE PROVISION TO UN ZANZIBAR SUB OFFICE**

UN Zanzibar Sub Office occupies whole of the two floors (3rd and 4th) of the ZSTC investment building and parts in each of 2nd and 5th floors. The Sub Office currently accommodates ten (10) UN Agencies namely UNDP, UNFPA, UNICEF, FAO, WHO, UN WOMEN, UNESCO, IOM and RCO with approximately 50 staff members in total, all working to support the Government development programmes.

An Internet Servicer (ISP) is required to facilitate provision of high level and reliable internet under the supervision of the UN Sub Office IT officer connectivity to enable smooth and uninterrupted communication of the UN in Zanzibar. The ISP, among other things should fulfill the following terms.

	<b>TECHNICAL REQUIREMENTS:</b>	<b>ISP RESPONSE:</b>	<b>Evaluation Criterion If below 85 points relate to Methodology, then once evaluation is done the 85 points will be prorated to 40 points maximum. Thus if say Vendor XYZ scores 80 points, its methodology points will be <math>80/85 \times 40 = 37.64</math> will be reported as methodology points.</b>
1	ISP should specify their capability to provide a dedicated Internet link with a range speed range of: 20Mbps symmetric or higher		From 20 Mbps and higher;  5 points
2	ISP should state the maximum speed that can be provided on the dedicated link to UN Zanzibar?		20Mbps or higher; 5 points
3	ISP should indicate a committed information rate (CIR). The respondent must provide a solution that is scalable to accommodate the increases in applications and personnel over time		From 21 – 25 Mbps; 5 points
4	ISP should specify the physical medium of the data link proposed by the respondent to terminate at to the UN site. Please provide details including the capability to scale capacity on the proposed link.		Fiber link; 5 points

5	ISP should state where their internet hand-off points of presence (POPs) are located, and through which POPs Internet traffic across the proposed UN link will be routed		The least possible points carry higher marks; 5 points
6	ISP should state how many diverse connections to the Internet exist in its network for resiliency.		Back up within the ISP system; 5 points
7	ISP should specify the turn-around time to increase the bandwidth of the UN internet data link and state whether routed across the primary link once again.		The least possible time carries higher marks; 5 points
	<b>SUPPORT AND MONITORING:</b>		
8	ISP should state where their support staff physically located. Please state whether support activities are sub- contracted to any third parties and, if so, which services and to whom.		Physically located, inhouse staffing carry higher marks; 5 points
9	ISP should provide qualifications of each technical staff involved in this project		i. At least BSc Computer Sciences or IT related ii. Cisco certifications  10 points
10	ISP should state where their call centre is located and how many call centre staff they have.		Locally located and higher staffing number carry higher marks;  5 points
11	ISP should advise how the escalation process from the first line support staff through to the technical specialists works.		Minimal turn-around time carries higher marks;  5 points
12	ISP should state if onsite support is available when required and if this is already included in the cost of service		Availability and including the cost of support services in the price package carry higher marks;  5 points

13	<p>ISP should describe her trouble ticket escalation procedures, including the actions followed when a problem exceeds SLAs.</p> <ul style="list-style-type: none"> <li>• The amount of advance notice provided to customers in the event of planned work.</li> <li>• The times of the day and days of the week planned work can be scheduled on the respondent's network</li> </ul>		<p>Clear plans on escalation procedures carry higher marks;</p> <p>5 points</p>
14	<p>ISP should state her ability to provide regular (monthly) operational performance and usage reports detailing how their network has performed over the reporting period. Please state which metrics the respondent can report on.</p>		<p>Confirmation of availing monthly reports based on bandwidth utilisation carry higher marks;</p> <p>5 points</p>
	<b>COMPANY BACKGROUND AND COMPLIANCE:</b>		
15	<p>ISP should provide an overview of her company, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Physical locations of operation (e.g. headquarters, network operations centre, data centre, call centre, salesroom etc.)</li> <li>• Certificate of incorporation</li> <li>-Valid Business licence</li> <li>-TIN, VAT clearance certificate</li> <li>-Organisational structure</li> <li>• Number of employees</li> <li>• Date the company began operating</li> <li>• Other countries it operates in (if applicable)</li> <li>• Number of customers</li> <li>• Company growth plans</li> </ul>		<p>1 point</p> <p>1 point</p> <p>1 point</p> <p>1 point</p> <p>1 point</p> <p>1 point</p> <p>1 point</p> <p>1 point</p> <p>1 point</p>
<b>Total</b>		<b>85 points</b>	

**Expected Output:**

- Smooth uninterrupted connectivity of 20Mbps or higher
- Timely troubleshooting and fixing of internet outage problems
- Monthly operational performance and usage reports

**Duration:**

The contract shall start on 1 July 2020 until 30 June 2021