

REQUEST FOR PROPOSAL (RFP)

(From Vietnamese firms/institutes/organizations)

NAME of service:	DATE: October 20, 2020
Provisioning of high speed 1:1 Internet Connectivity	
at Green One UN House in Hanoi	REFERENCE: 2-201003

Dear Sir / Madam:

We kindly request you to submit your Proposal for *Provisioning of high speed 1:1 Internet Connectivity at Green One UN House in Hanoi*.

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

Proposals may be submitted on or before Wednesday, November 04, 2020 (Hanoi time) and via email to the address below:

United Nations Development Programme Bidding.vn@undp.org

Note:

- UNDP will acknowledge receipt of the proposals within 2 working days from the submission deadline. In case you do not receive acknowledgement, please contact us within 3 working days after submission deadline.
- Maximum size per email: **30 MB**. Bidders can split proposals into several emails if the file size is large.
- Technical and Financial Proposals should be submitted in **separate emails.** Financial propsals should be sent in **both PDF and excel formats.**

Your Proposal must be expressed in the English language, and valid for a minimum period of **120 days from** the date of bid submission deadline.

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 attached hereto. The mere act of submission of a Proposal implies that the Service Provider accepts without question the General Terms and Conditions of UNDP, herein attached as Annex 3.

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/business/protest-and-sanctions.html

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 :

https://www.un.org/Depts/ptd/sites/www.un.org.Depts.ptd/files/files/attachment/page/pdf/unscc/conduc t_english.pdf

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

Tran Thi Hong Head of Procurement Unit 10/20/2020

Description of Requirements

Context of the Requirement	Please refer to the attached Terms of Reference (TOR)
Implementing Partner of UNDP	Please refer to the attached TOR
Brief Description of the Required	
Services ¹	(<u>TOR</u> is attached in this Annex)
List and Description of Expected	Please refer to the TOR
Outputs to be Delivered	
Person to Supervise the	Please refer to the attached TOR
Work/Performance of the Service	
Provider	
Frequency of Reporting	Please refer to the attached TOR
Progress Reporting Requirements	Please refer to the attached TOR
Location of work	🖾 Green One UN House, 304 Kim Ma, Ha Noi
	At Contractor's Location
Expected duration of work	1 January 2021 – 31 December 2023
Target start date	1 January 2021
Latest completion date	31 December 2023
Travels Expected	Please refer to the attached TOR
Special Security Requirements	Security Clearance from UN prior to travelling
	Completion of UN's Basic and Advanced Security Training
	Comprehensive Travel Insurance
	Others [pls. specify]
Facilities to be Provided by UNDP	□ Office space and facilities
(i.e., must be excluded from Price	Land Transportation
Proposal)	□ Others [<i>pls. specify</i>]
Implementation Schedule indicating	⊠ Required
breakdown and timing of	□ Not Required
activities/sub-activities	
Names and curriculum vitae of	⊠ Required
individuals who will be involved in	□ Not Required
completing the services	
Currency of Proposal	United States Dollars
	Euro
	⊠ Vietnamese Dongs
Value Added Tax on Price Proposal ²	I must be inclusive of VAT and other applicable indirect taxes
	\Box must be exclusive of VAT and other applicable indirect taxes

¹ A detailed TOR may be attached if the information listed in this Annex is not sufficient to fully describe the nature of the work and other details of the requirements. ² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU

² VAT exemption status varies from one country to another. Pls. check whatever is applicable to the UNDP CO/BU requiring the service.

Validity Period of Proposals (Counting	🗆 60 days
from the date of submission	\square 90 days
deadline)	\boxtimes 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	⊠ Not permitted
	Permitted
Payment Terms ³	☑ As indicated in the attached TOR
	☑ Condition for Payment Release:
	 Within thirty (30) days from the date of meeting the following conditions: a) UNDP's written acceptance (i.e., not mere receipt) of the quality of the outputs; and
	b) Receipt of invoice from the Service Provider.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	Please refer to the attached TOR
Type of Contract to be Signed	Purchase Order
	Institutional Contract
	Contract for Professional Services
	⊠ Long-Term Agreement ⁴
	□ Other Type of Contract
Criteria for Contract Award	Lowest Price Quote among technically responsive offers
	☐ Highest Combined Score (based on the 60% technical offer and 40% price weight distribution)
	☑ 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 shall be considered technically qualified if it achieves minimum
Proposal	70% of total obtainable technical points.
	Weight of technical and financial point:
	Technical Proposal (60%)
	⊠ Expertise of the Firm (30%)
	☑ Methodology, Its Appropriateness to the Condition and Timeliness of the Implementation Plan (70%)

³ 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. ⁴ Minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory

⁺ Minimum of one (1) year period and may be extended up to a maximum of three (5) years subject to satisfactory performance evaluation. This RFP may be used for LTAs if the annual purchases will not exceed \$150,000.00.

	Financial Proposal (40%)
	To be computed as a ratio of the Proposal's offer to the lowest price among
	the proposals received by UNDP.
	Please refer to the <u>Evaluation Criteria</u> for further details.
UNDP will award the contract to:	One and only one Service Provider
	☑ Two Service Providers, depending on the following factors: Two
	contracts will be signed with the 1st and 2nd ranked bidders with
	minimum of one (1) year period and may be extended up to a maximum
	of three (3) years subject to satisfactory performance evaluation
Contract General Terms and	General Terms and Conditions for contracts (goods and/or
Conditions ⁵	services)
	☐ General Terms and Conditions for de minimis contracts (services
	only, less than \$50,000)
	Applicable Terms and Conditions are available at:
	http://www.undp.org/content/undp/en/home/procurement/busin
	ess/how-we-buy.html
Annexes to this RFP ⁶	☑ <u>Terms of Reference</u> & <u>Evaluation Criteria</u> (attached to this Annex)
	⊠ Proposal Submission Form (Annex 2)
	Contract Template & UNDP Contract General Terms and Conditions
	(GTC) (Annex 3)
	🛛 🖾 Submission checklist (Annex 4)
Pre-proposal meeting	 ✓ <u>Submission checklist</u> (Annex 4) Time: 10.00 am
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⁵ 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.

⁶ Where the information is available in the web, a URL for the information may simply be provided.

⁷ 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.

	extension is necessary and communicates a new deadline to the Proposers.
Other Information [pls. specify]	Bidders are responsible for checking the UNDP website: <u>https://procurement-notices.undp.org/</u> for any addenda and updated deadline to this Request for Proposals. UNDP reserves the right to post addenda up to the closing date for submissions. Hence bidders are advised to check the UNDP website frequently prior to submitting their proposal.



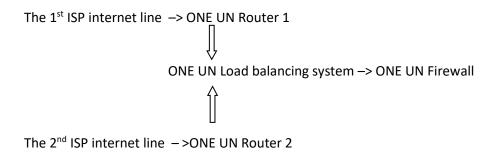
TERMS OF REFERENCE

Provisioning of high speed 1:1 Internet Connectivity at Green One UN House in Hanoi

1. Background

The Green One UN House at 304, Kim Ma, Ba Dinh, Ha Noi Vietnam is currently hosting 14 UN Agencies. To cater to needs of the UN Agencies there is a need to provision for high speed 1:1 Internet connectivity. Minimum bandwidth required is 44 Mbps and will be scalable without any change in the last mile infrastructure to 44, 48, 52, 56, 60, 64, 68, 72, 76, 82, 84, 88, 92, 96, 100, 104, <u>108, 112, 116, 120, 124, 128, 132, 136, 140, 144, 148, 152 and 156</u> Mbps.

The model of Internet system in Green One UN House as below:



2. Purpose and Objectives

Provide high speed 1:1 Internet Connectivity at the Green One UN House - Vietnam

3. Methodology and technical approach

- a) Supplier will provide fiber optic based last line connectivity between their point of presence and the Green One UN House
- b) Supplier will provide backup connectivity with separate route through Radio link or fiber optic with automatic switch over to backup link whenever the primary link fails. The primary Internet link will be installed through the first manhole and the second internet link will be install via the second mainhole.
- c) Supplier will provide equipment for connection such as routers, converters, switches, etc.
- d) In case it is not feasible to provide backup connectivity through Radio links due to line of sight issues, the backup connectivity may be provided using alternate methods such as copper.

e) Minimum bandwidth required is 44 Mbps. Supplier will provide quote for 44, 48, 52, 56, 60, 64, 68, 72, 76, 82, 84, 88, 92, <u>100, 104, 108, 112, 116, 120, 124, 128, 132, 136, 140, 144, 148, 152</u> and <u>156 Mbps96 and 100 Mbps</u>. Supplier also provides quotes for 64, 96 and 128 public IPs. It is up to UNDP to select the bandwidth and number of public IPs to sign the contract based on its need and budget and scale it up or down at a later date when required.

4. Scope of work, timeframe and deliverables

Scope of work:

- a) Implement primary connectivity between the suppliers point-of-presence and the Green One UN House using fibre active link
- b) Implement backup connectivity between the suppliers point-of-presence and the Green One UN house
- c) Primary and backup will be setup load balancing.
- d) Continuously monitor the links on 24x7x365 basis and rectify any faults.
- e) Monitor the link bandwidth on regular basis and confirm it meets the agreed bandwidth.
- f) Provide public IPs selected by UNDP for use by One UN for DMZ, Video conference etc.
- g) Advise the model of routers that are suitable for the system
- Send ping results at the time (will be confirmed later) as below sample to the list public IP addresses.

```
Command Prompt
                                                                       Х
                                                                               ~
C:\Users\ta.van.khieu>time
The current time is: 16:05:42.41
Enter the new time:
C:\Users\ta.van.khieu>date
The current date is: Mon 10/12/2020
Enter the new date: (mm-dd-yy)
C:\Users\ta.van.khieu>ping outlook.office365.com
Pinging hkg-efz.ms-acdc.office.com [40.100.54.34] with 32 bytes of data:
Reply from 40.100.54.34: bytes=32 time=21ms TTL=234
Ping statistics for 40.100.54.34:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
   Minimum = 21ms, Maximum = 21ms, Average = 21ms
:\Users\ta.van.khieu>
```

List of IP address for pinging

#	IP addrress	Subnet
1	168.202.253.100	168.202.0.0/16
2	168.202.253.100	168.202.0.0/16
3	193.43.36.49	193.43.36.0/24
4	202.173.4.14	202.173.4.0/24
5	202.173.170.90	202.173.170.88/29
6	222.255.74.74	222.255.74.72/29
7	168.202.253.100	168.202.0.0/16
8	158.232.11.110	158.232.0.0/16
9	158.232.15.10	158.232.0.0/16
10	165.65.7.62	165.65.0.0/16
11	165.65.20.66	165.65.0.0/16
12	192.91.247.173	192.91.247.0/24
13	192.91.247.178	192.91.247.0/24
14	192.91.247.179	192.91.247.0/24
15	192.91.247.180	192.91.247.0/24
16	64.14.177.164	64.14.177.128/26
17	64.14.177.165	64.14.177.128/26
18	38.121.140.132	38.121.140.0/24
19	38.121.140.167	38.121.140.0/24
20	57.69.14.115	57.69.14.112/28
21	57.69.14.113	57.69.14.112/28
22		158.113.0.0/16
23	Outlook.office365.com	
24	193.138.105.5	193.138.105.0/24
25	193.138.105.251	193.138.105.0/24
26	193.138.105.252	193.138.105.0/24
27	128.140.210.126	128.140.210.0/24
28	128.140.210.113	128.140.210.0/24
29	206.155.102.161	206.155.102.0/24
30	123.176.71.2	123.176.64.0/21
31		158.232.0.0/16
32	193.242.172.7	193.242.172.7/24
33	192.134.99.5	192.134.199.5/24
34		
35		157.150.0.0/16
36		193.194.138.0/23
37		146.247.8.0/21
38		206.155.102.0/24

Timeframes:

No	Activities and Tasks	Expected outputs and deliverables	Timeframe (indicative)
1	Implement fiber optic based primary link between supplier's PoP and Green One UN house via the first manhole	Deliverable 1: Link established and tested to deliver the agreed bandwidth	6 weeks
2	Implement backup link between supplier's PoP and Green One UN house via the second manhole	Deliverable 2: Link established and tested to switch over when the primary link fails	
3	Provide Public IP and configure in router	Deliverable 3: Public IP access provided and tested	
4	Configure Router	Deliverable 4: load balancing with both primary and backup lines configured in router	
5	Continuous monitoring of the link connectivity and bandwidth using standard diagnostic tools	Deliverable 4: Monthly detailed performance report (bandwidth usage, downtime)	Through the period of contract
	TOTAL		

5. Contract Management

The assignment will be undertaken under the supervision UN Vietnam ICT Team

Review the monthly report and recommend to improvement of the leased line

6. Contract Arrangement

Two contracts will be signed with the 1st and 2nd ranked bidders with minimum of one (1) year period and may be extended up to a maximum of three (3) years subject to satisfactory performance evaluation.

7. Payment Terms

Payment will be made monthly upon submission of accepted invoice and reports.

EVALUATION CRITERIA

The evaluation of technical proposal shall be conducted using scoring method (1,000 points), as follows:

Summary of Technical Proposal Evaluation Forms		Points Obtainable
1.	Bidder's qualification, capacity and experience	300
2.	Proposed Methodology, Approach and Implementation Plan	700
	Total	

TECHNICAL PROPOSAL EVALUATION		Points
Sectio	Section 1. Bidder's qualification, capacity and experience	
1.1	Ability to provide services and infrastructure at Green One UN House	150
1.2	Understanding of scope, objectives and completeness of service	100
1.3	1.3 Financial status	
Total Section 1		300

Sectio	TECHNICAL PROPOSAL EVALUATION Section 2. Proposed Methodology, Approach and Implementation Plan	
2.1	Professional expertise and knowledge in providing annual maintenance and appropriateness of service work for One UN requirement	250
2.2	Range and depth of experience with similar projects/contracts/clients	110
2.3	Quality control systems	50
2.4	Resources which can be made available for the assignment (office facilities and related equipment etc.)	100

2.5	2.5 Average latency in milliseconds to connect to sites in each location (US East coast, US West coast, Paris, Geneva, Rome, Vienna, Manila, Nairobi, Bangkok, Singapore)	
2.6	2.6 Average packet loss to connect to sites in each location (US East coast, US West coast, Paris, Geneva, Rome, Vienna, Manila, Nairobi, Bangkok, Singapore)	
2.7	Trouble shooting time	90
Total Section 2		700

All bids passing the minimum technical score of 700 will be technically qualified for financial evaluation. Submission obtaining the highest weighted points (technical points + financial points) will be selected.

Important Notes: Please refer to the <u>Submission checklist</u> (Annex 4) for documents to be submitted for the evaluation

Annex 2

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL⁸

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery⁹)

[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

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) Latest Audited Financial Statement income statement and balance sheet to indicate Its financial stability, liquidity, credit standing, and market reputation, etc. ;
- d) Track Record list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references;
- e) Certificates and Accreditation including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc.
- f) 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

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 appropriate to the local conditions and context of the work.

⁸ This serves as a guide to the Service Provider in preparing the Proposal.

⁹ Official Letterhead/Stationery must indicate contact details – addresses, email, phone and fax numbers – for verification purposes

C. Qualifications of Key Personnel

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.;
- 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*

	Deliverables [list them as referred to in the RFP]	Percentage of Total Price (Weight for payment)	Price (Lump Sum, All Inclusive)
1	Deliverable 1		
2	Deliverable 2		
3			
	Total	100%	

*This shall be the basis of the payment tranches

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
I. Personnel Services				
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				
II. Out of Pocket Expenses				
1. Travel Costs				
2. Daily Allowance				
3. Communications				
4. Reproduction				
5. Equipment Lease				
6. Others				
III. Other Related Costs				

We confirm our full acceptance of the UNDP Contract General Terms and Conditions and agree to abide by this Proposal for 120 days from the date of proposal submission deadline.

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

Annex 3

Contract Templates and General Terms and Conditions

1. Please find below link to the Professional service contract template:

http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/Contract%20Face%20Sheet%20(Goo ds%20and-or%20Services)%20UNDP%20-%20Sept%202017.pdf

2. Please find below link to the General Terms and Conditions:



below US\$ 50,000 (Services only):

UNDP General Terms and Conditions for Institutional (de minimis) Contracts apply <u>http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/3.%20UNDP%20GTCs%20for%20de</u> <u>%20minimis%20Contracts%20(Services%20only)%20-%20Sept%202017.pdf</u>

below US\$ 50,000 (Goods or Goods and Services):

UNDP General Terms and Conditions for Contracts apply <u>http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/2.%20UNDP%20GTCs%20for%20Con</u> <u>tracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf</u>

equal to or above US\$ 50,000 (Goods and/or Services):

UNDP General Terms and Conditions for Contract apply <u>http://www.vn.undp.org/content/dam/vietnam/docs/Legalframework/2.%20UNDP%20GTCs%20for%20Con</u> <u>tracts%20(Goods%20and-or%20Services)%20-%20Sept%202017.pdf</u>

Annex 4

CHECKLIST OF DOCUMENTS SUBMITTED BY BIDDERS

<u>Note</u>:

- Bidders are required to review carefully this checklist before submitting proposal to ensure complete submission.
- Maximum email size: 30 MB/email. Bidders can split proposal into several emails if the file size is large.
- Technical and Financial Proposals are to be submitted in separate envelops/emails before or by Wednesday, November 04, 2020 (Hanoi time).
- Email and proposal <u>should indicate</u> clearly the reference and name of tender.

		To be completed by bidders			
ltem	Documents	Doc submitted Y/N	Number of pages	Remarks	
1	Fully filled Technical proposal (pls. refer to the guidelines in Annex 2) with copies/scan of appropriate supporting documents:				
	 a) Profile – describing the nature of business, field of expertise, licenses, certifications, accreditations 				
	b) Business Licenses – Registration Papers, Tax Payment Certification, etc.				
	 c) Track Record – list of clients for similar services as those required by UNDP, indicating description of contract scope, contract duration, contract value, contact references 				
	 d) Certificates and Accreditation – including Quality Certificates, Patent Registrations, Environmental Sustainability Certificates, etc. (if any) 				
	 e) 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. 				
	f) Proposed Methodology for the Completion of Services				
	 g) Names and qualifications of the key personnel that will perform the services indicating who is Team Leader, who are supporting, etc.; 				
2	Duly signed Price Schedule (pls. use the <u>excel</u> template) in both PDF and excel formats				
3	Bidder confirms its full acceptance of the UNDP Contract General Terms and Conditions and agrees to abide by this Proposal for 120 days from the date of proposal submission deadline.				
4	This duly filled, checked, certified submission checklist to be attached to the submission				

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