



REQUEST FOR PROPOSAL (RFP)

NAME & ADDRESS OF FIRM	DATE: June 17, 2021
	REFERENCE: UNDP-RFP-2021-148

Dear Sir / Madam:

We kindly request you to submit your : **RFP for Long-Term Agreement for Provision of Services for Maintenance of CISCO Equipment**

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

Your proposal should be submitted through e-Tendering online system by or before the deadline of **Friday, 2 July 2021 at 12:30 PM PST OR 3:30 AM EDT** indicated in <https://etendering.partneragencies.org>.

Detailed instructions on how to register, submit, modify or cancel a bid in the e-Tendering system are provided in the eTendering system Bidder User Guide and Instructional videos available on this link: <http://www.undp.org/content/undp/en/home/operations/procurement/business/procurement-notices/resources/>

Your Proposal must be expressed in the English, and valid for a minimum period of 90 days.

You are kindly requested to indicate whether your company intends to submit a Proposal by clicking on "Accept Invitation" button no later than **Thursday, 24th June 2021 [12:30 PM Pakistan Standard Time OR 3:30 AM EDT]**. If that is not the case, UNDP would appreciate your indicating the reason, for our records.

In the course of preparing your Proposal, it shall remain your responsibility to ensure that it is submitted through the e-Tendering system 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 there is requirement of any clarification related to this RFP, kindly send queries to pakistan.procurement.info@undp.org.

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

 Kanwal Abbas Hari Kafe

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 4.

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

Thank you and we look forward to receiving your Proposal.

Sincerely yours,

"for"

Hari Kafe

Knut Ostby
Resident Representative

Karwal Abbas

Annex 1

Description of Requirements

Context of the Requirement	RFP for Long-Term Agreement for Provision of Services for Maintenance of CISCO Equipment
Brief Description of the Required Services ¹	Please see Annex 4 the ToR (Term of Reference) for the description of the required services.
List and Description of Expected Outputs to be Delivered	As per deliverables of TOR
Person to Supervise the Work/Performance of the Service Provider	ICT/Common Premises Analyst, UNDP
Frequency of Reporting	As mentioned in TORs
Progress Reporting Requirements	As per the TOR
Location of work	UNDP Pakistan, Islamabad
Expected duration of work	One year with possibility of extension for another two years
Target start date	15 July 2021
Latest completion date	14 July 2021 with possibility of extension for another two years
Travels Expected	N/A
Special Security Requirements	<input checked="" type="checkbox"/> Note: UNDP will not be liable to provide the security to the selected firm and it is the responsibility of the selected firm to arrange the security of its employees.
Facilities to be Provided by UNDP (i.e., must be excluded from Price Proposal)	<input checked="" type="checkbox"/> Not Applicable
Implementation Schedule indicating	<input checked="" type="checkbox"/> Required

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.

breakdown and timing of activities/sub-activities	
Names and curriculum vitae of individuals who will be involved in completing the services	<input checked="" type="checkbox"/> Required
Currency of Proposal	<input checked="" type="checkbox"/> Local Currency [PAK RUPEES]
Value Added Tax on Price Proposal	<input checked="" type="checkbox"/> must be inclusive of VAT and other applicable indirect taxes (the invoice submitted should indicate the price and tax portion separately). Further, United Nations, including its subsidiary organs, is exempt from all direct taxes, except charges for public utility 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 the United Nations exemption from such taxes, duties or charges, the Contractor shall immediately consult with the UNDP to determine a mutually acceptable procedure.
Validity Period of Proposals <i>(Counting for the last day of submission of quotes)</i>	<input checked="" type="checkbox"/> 90 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	Payment will be based on quarterly basis which will be processed on last month of the quarter.
Person(s) to review/inspect/ approve outputs/completed services and authorize the disbursement of payment	ICT/Common Premises Analyst, UNDP
Type of Contract to be Signed	<input checked="" type="checkbox"/> Contract for Institutional Services <input checked="" type="checkbox"/> Purchase Order

Criteria for Contract Award	<p><input checked="" type="checkbox"/> Highest Combined Score (based on the 70% technical offer and 30% price weight distribution)</p> <p><input checked="" type="checkbox"/> Full acceptance of the UNDP Contract General Terms and Conditions (GTC). This is a mandatory criteria 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.</p>																																									
Criteria for the Assessment of Proposal	<p><u>Technical Proposal (70%)</u></p> <table border="1"> <thead> <tr> <th colspan="2">Summary of Technical Proposal Evaluation</th><th>Score Weight</th><th>Points Obtainable</th></tr> </thead> <tbody> <tr> <td>1.</td><td>Firm/organization/company eligibility and qualifications</td><td>30%</td><td>210</td></tr> <tr> <td>2.</td><td>Proposed Methodology, Approach and Implementation Plan</td><td>45%</td><td>315</td></tr> <tr> <td>3.</td><td>Management Structure and Key Personnel</td><td>25%</td><td>175</td></tr> <tr> <td colspan="2"></td><td>Total</td><td>700</td></tr> </tbody> </table> <table border="1"> <thead> <tr> <th colspan="2">Form 1: Technical Proposal Evaluation</th><th>Points Obtainable</th></tr> </thead> <tbody> <tr> <td colspan="3">Expertise of Firm / organization</td></tr> <tr> <td>1.1</td><td>Reputation of Organization and Staff / Credibility / Reliability / Industry Standing.</td><td>25</td></tr> <tr> <td>1.2</td><td>Provide three Satisfactory Performance certificate along with duration of each assignment (each certificate carries 15 marks)</td><td>45</td></tr> <tr> <td>1.3</td><td>Experience and Links/Networks: Demonstrated experience of Five (5) years of in experience</td><td>50</td></tr> <tr> <td>1.4</td><td>Financial Stability: Financial stability (Last two years Audited Account (2016-2017 and 2017-2018) Current Ratio should be more than 1. (30 marks for each Audited statement). (30 Marks)</td><td>60</td></tr> <tr> <td>1.6</td><td>Relevant Experience: Minimum three relevant Contracts with National/Multinational Organizations (Provide proof of service with name</td><td>30</td></tr> </tbody> </table>	Summary of Technical Proposal Evaluation		Score Weight	Points Obtainable	1.	Firm/organization/company eligibility and qualifications	30%	210	2.	Proposed Methodology, Approach and Implementation Plan	45%	315	3.	Management Structure and Key Personnel	25%	175			Total	700	Form 1: Technical Proposal Evaluation		Points Obtainable	Expertise of Firm / organization			1.1	Reputation of Organization and Staff / Credibility / Reliability / Industry Standing.	25	1.2	Provide three Satisfactory Performance certificate along with duration of each assignment (each certificate carries 15 marks)	45	1.3	Experience and Links/Networks: Demonstrated experience of Five (5) years of in experience	50	1.4	Financial Stability: Financial stability (Last two years Audited Account (2016-2017 and 2017-2018) Current Ratio should be more than 1. (30 marks for each Audited statement). (30 Marks)	60	1.6	Relevant Experience: Minimum three relevant Contracts with National/Multinational Organizations (Provide proof of service with name	30
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	2.1	Have the important aspects of the task been addressed in sufficient detail and do they correspond to the Terms of Reference?	100																												
	2.2	Proposed Methodology & Approach, including work plan, demonstrating knowledge of the importance of online platforms and applications developed on PowerApps	100																												
	2.3	Certification CISCO based Network and IPT Infrastructure for all of its users. UNDP requires maintenance services from CISCO Gold Certified Partners with expertise on Cisco Core switch Configuration	60																												
	2.4	Minimum response time 3 hours after lodging the request	55																												
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		3.2	Support team (At least 2 staff)		
			Educational Qualifications - Bachelor's degree in computer sciences or any other related field	30	
			At least two years professional experience in the area of specialization (10 marks each)	20	
			Experience in providing technical support, troubleshooting, configuring and maintaining CISCO Equipment (10marks each)	20	
			Sub Total	70	
			Total Part 3	175	
UNDP will award the contract to:	<input checked="" type="checkbox"/> One and only one Service Provider				
Annexes to this RFP	<input checked="" type="checkbox"/> Form for Submission of Proposal (Annex 2) <input checked="" type="checkbox"/> Form for Submission of Financial Proposal (Aneex 3) <input checked="" type="checkbox"/> Detailed TOR (<i>Annex 4</i>) <input checked="" type="checkbox"/> CV Template (Annex 5) <input checked="" type="checkbox"/> General Terms and Conditions / Special Conditions (Annex 6)				
Contact Person for Inquiries (Written inquiries only)	<i>Pramila Tripathi</i> <i>Associate Procurement Officer</i> pakistan.procurement.info@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.				
Joint Venture	<input checked="" type="checkbox"/> NOT ALLOWED.				

<p>Other Information <i>[pls. specify]</i></p>	<p>Minimum Qualifying Criteria</p> <p><input checked="" type="checkbox"/> Technical and Financial proposals should be submitted as separate PDF files Financial Proposal must be password protected.;</p> <p><input checked="" type="checkbox"/> Profile of the company/firm along with details of employee, CVs of key professionals and available facilities/expertise/ Organizational Organogram</p> <p><input checked="" type="checkbox"/> Valid Certificate of Registration of the Firm/organizations;</p> <p><input checked="" type="checkbox"/> Latest Audited Financial Statements (Income Statement and Balance Sheet) including Auditor's Report for the past two(02) <i>Years (2017-18 & 2018-19)</i>;</p> <p><input checked="" type="checkbox"/> Statement of Satisfactory Performance from the Three [03] Clients in past three (03) years;</p> <p><input checked="" type="checkbox"/> Please provide Three (03) relevant Contracts/Purchase Order/Work Orders of work undertaken with National/Multinational Organizations (Provide proof of service with name of the organization and amount of contract). <i>please fill below table with details "Details of previous contracts";</i></p> <p><input checked="" type="checkbox"/> All information regarding any past and current litigation during the last Seven (07) years, in which the bidder is involved, indicating the parties concerned, the subject of the litigation, the amounts involved, and the final resolution if already concluded.</p> <p><input checked="" type="checkbox"/> CVs of all the personnel that will be assigned to this job.</p> <table border="1" data-bbox="456 898 1412 1224"> <thead> <tr> <th>Name of Funding Organization</th> <th>Period of Contract</th> <th>Type of Services Provided/Product delivered</th> <th>Value of Contract</th> <th>Location (Country/Region)</th> <th>Year of Implementation</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>	Name of Funding Organization	Period of Contract	Type of Services Provided/Product delivered	Value of Contract	Location (Country/Region)	Year of Implementation																		
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<p>Deadline for Submission</p>	<p>Friday, 2nd July 2021 (12:30 PM Pakistan standard Time or 3:30 AM EDT)</p> <p>Please note:</p> <ol style="list-style-type: none"> 1. Date and time visible on the main screen of event (on e-tendering portal) will be final and prevail over any other closing time indicated elsewhere, in case they are different. Please also note that the bid closing time shown in the PDF file generated by the system is not accurate due to a technical glitch that we will resolve soon. The correct bid closing time is as indicated in the e-tendering portal and system will not accept any bid after that time. It is the responsibility of the bidder to make sure bids are submitted within this deadline. UNDP will not accept any bid that is not submitted directly in the system. 2. Try to submit your bid a day prior or well before the closing time. Do not wait until last minute. If you face any issue in submitting your bid at the last minute, UNDP may not be able to assist.
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Electronic submission (eTendering) requirements	<ul style="list-style-type: none"> • Technical and financial proposals should be submitted in separate PDF files • File names must be maximum 60 characters long and must not contain any letter or special character other than from Latin alphabet/keyboard. • All files must be free of viruses and not corrupted. • Password for financial proposal must not be provided to UNDP until requested by UNDP (see notes below) <p>Important Notes for financial proposal:</p> <ul style="list-style-type: none"> • The proposer is required to prepare and submit the financial proposal in a password protected PDF file separate from the rest of the proposal submission as indicated in the instructions to proposers. • Password for financial proposal must not be provided to UNDP until it is formally requested by UNDP focal point indicated below: pramila.tripathi@undp.org • While entering financial proposal in the e-tendering system, always mention your bid price as PKR 1. Please do not mention the value of your financial proposal in the e-tendering system. It should only be mentioned in the password protected file/ attachment of financial proposal. The proposals of those organizations who would reveal their financial proposal value in the e-tendering system will be considered as disqualified.
Pre-proposal conference	N/A

FORM FOR SUBMITTING SERVICE PROVIDER'S PROPOSAL²

(This Form must be submitted only using the Service Provider's Official Letterhead/Stationery³)

[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.

² This serves as a guide to the Service Provider in preparing the Proposal.

³ 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.*

[Name and Signature of Authorized Person]

[Designation]

[Date]

FORM FOR SUBMITTING SERVICE PROVIDER'S FINANCIAL PROPOSAL

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

Currency of Quotation PKR**TABLE 1: Provision of Services of Maintenance of CISCO Equipment**

Bidding for Provision of Services or Maintenance of Cisco Equipment					
S.N	Description/Specifications of Goods	Response Time	Qty (in Months)	Unit Price	Total Price
				In PKR	In PKR
	Maintenance log needs to be prepared and shared with the concerned officials of UNDP on monthly basis which should be signed by UNDP focal point.				
1	1. Call logging and complaint registering through 24/7 helpdesk.		12		
	2. 24x7 Engineer's online and onsite support to troubleshoot and rectify the problem.				
	3. Fault rectifications in Network points which occur very frequently due to improper cabling laid down by serena.				
	4. Warranty renewal of Cisco equipment and online Cisco TAC Support.				
	5. Backup equipment arrangement for transition time of warranty claim.				
	6. Modification and changes in configuration as desired.				
	7. Preventive maintenance on quarterly basis.				
	8. Configuration and Data Backup of Cisco equipment on quarterly basis.				
	9. Modification in network depending on agencies requirement without compromising the internal network security.				
	10. Network configuration optimization.				
	11. Annual Network Audit.				
	12. Provide full support to Cisco Call Manager.				
	13. Provide support for H.323 / SIP gateways along with CUCM.				
	14. Provide IVR and voice mail setup.				
	15. Provide full support of centralized wireless setup and have expert level knowledge of Cisco Wireless LAN Controllers and it Backup Wireless LAN Controllers.				
	16. Have experience of routing/switching troubleshooting				
	13. Up-gradation of software when necessary required for any service enforcement.				
		Total Prices of services"			
		Add: Other Charges (Pls. Specify)			
		Total Final and All-Inclusive Price Quotation			

Summary Table for 3 Years

SN	Item Description	Amount in PKR
1	Total Amount for 1 st year	
2	Total Amount for 2 nd Year	
3	Total Amount for 3 rd Year	
Total Amount for 3 years		

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

[Designation]

[Date]

TERMS OF REFERENCE (TOR)**MAINTENANCE CONTRACT FOR CISCO EQUIPMENT****BACKGROUND:**

UNDP has deployed Cisco based Network and IPT Infrastructure for 300-500 users, running routine and mission critical activities on daily basis. Required Maintenance Services from Cisco Partners Providing LAN/WAN, WIFI and IPT Support to UNDP. The vendor has deployed the UNDP network in 2010 when initial requirement was 300 users. The Network continued to grow and after the consolidation of Agencies in Serena complex the network user's density exceeded to 600. The Cabling infrastructure was laid down by Serena and there was no support available from Serena IT in case fault occurred in network nodes, At that time it became vital to hire the services of professional team having pool of Cisco certified resources as well as understanding of UNDP network. Keeping in view these challenges UNDP need to hire Vendor to provide this support. Following are the services which are being expected to deliver by Vendor.

SERVICES:

1. Call logging and complaint registering through 24/7 helpdesk.
2. '24X7 Engineer's online and onsite support to troubleshoot and rectify the problem.
3. Fault rectifications in Network points which occur very frequently due to improper cabling laid down by serena.
4. Backup equipment arrangement for transition time of warranty claim.
5. Modification and changes in configuration as desired.
6. Preventive maintenance on quarterly basis.
7. Configuration and Data Backup of Cisco equipment on quarterly basis.
8. Modification in network depending on agencies requirement without compromising the internal network security.
9. Network configuration optimization.
10. Annual Network Audit.
11. Provide full support to Cisco Call Manager.
12. Provide support for H.323 / SIP gateways along with CUCM.
13. Provide IVR and voice mail setup.
14. Provide full support of centralized wireless setup and have expert level knowledge of Cisco Wireless LAN Controllers and it Backup Wireless LAN Controllers.
15. Have experience of routing/switching troubleshooting.
16. Provide full support to Cisco Core Switch.
17. Provide full support to Cisco 2500 series primary and backup wireless LAN controllers.
18. Up-gradation of software when necessary required for any service enforcement.

UNDP Special Conditions:

1. Maintenance Log needs to be prepared and shared with the ICT/Common Premises Manager UNDP on Monthly basis which should be signed by UNDP Focal Person.
2. The duration of the contract will be one year with the possibility of an extension for another two-year subject to the quality of the services rendered by the Contractor.
3. Service provider will be required to provide the parts as and when needed and will be paid on actual basis. However, UNDP is not bound to procure parts from vendor.

Payment

The service provider should quote lumpsum monthly fee. Payment will be based on quarterly upon submission of invoices and certification of completion of work from ICT/Common Premises Manager.

Annex-5

PERSONNEL

3.1 Management Structure: Describe the overall management approach toward planning and implementing this activity. Include an organization chart for the management of the project describing the relationship of key positions and designations.

3.2 Staff Time Allocation: Provide a spreadsheet will be included to show the activities of each staff member and the time allocated for his/her involvement. (Note: This *spreadsheet is crucial and no substitution of personnel will be tolerated once the contract has been awarded except in extreme circumstances and with the written approval of the UNDP. If substitution is unavoidable it will be with a person who, in the opinion of the UNDP project manager, is at least as experienced as the person being replaced, and subject to the approval of UNDP. No increase in costs will be considered as a result of any substitution.*)

3.3 Qualifications of Key Personnel. Provide the CVs for key personnel (Team Leader, Managerial and general staff) that will be provided to support the implementation of this project. CVs should demonstrate qualifications in areas relevant to the Scope of Services. Please use the format below:

Name:		
Position for this Contract:		
Nationality:		
Contact information:		
Countries of Work Experience:		
Language Skills:		
Educational and other Qualifications:		
Summary of Experience: <i>Highlight experience in the region and on similar projects.</i>		
Relevant Experience (From most recent):		
Period: From – To	Name of activity/ Project/ funding organisation, if applicable:	Job Title and Activities undertaken/Description of actual role performed:
<i>e.g. June 2004-January 2005</i>		
<i>Etc.</i>		
<i>Etc.</i>		
References no.1 (minimum of 3):	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>	
Reference no.2	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>	
Reference no.3	<i>Name</i> <i>Designation</i> <i>Organization</i> <i>Contact Information – Address; Phone; Email; etc.</i>	

Declaration:

I confirm my intention to serve in the stated position and present availability to serve for the term of the proposed contract. I also understand that any wilful misstatement described above may lead to my disqualification, before or during my engagement.

Signature of the Nominated Team Leader/Member

Date Signed

**Standard Terms and Conditions
Seperately Attached.**