



REQUEST FOR QUOTATION (RFQ)

RFQ Reference: RFQ-BD-2021-026	Date: 18 November 2021
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SECTION 1: REQUEST FOR QUOTATION (RFQ)

UNDP kindly requests your quotation for the provision of **Long-Term Agreement for Internet Service for UNDP Bangladesh Country Office** Annex 1 of this RFQ.

Quotations must be submitted on or before **December 02, 2021 by 04:30 PM** (Bangladesh Time) through online e-Tendering system in the following link:

<https://etendering.partneragencies.org>

using your username and password. If you have not registered in the system before, you can register now by logging in using:

username: event.guest

Password: why2change

and follow the registration steps as specified in the system user guide. Your Quotation must be expressed in the English, and valid for a minimum period of 90 days.

This Request for Quotation comprises the following documents:

Section 1: This request letter

Section 2: RFQ Instructions and Data

- Annex 1: Schedule of Requirements
- Annex 2: Quotation Submission Form
- Annex 3: Technical and Financial Offer
- Annex 4: Written Self-Declaration

When preparing your quotation, please be guided by the RFQ Instructions and Data. Please note that quotations must be submitted using Annex 2: Quotation Submission Form and Annex 3 Technical and Financial Offer, by the method and by the date and time indicated in Section 2. It is your responsibility to ensure that your quotation is submitted on or before the deadline. Quotations received after the submission deadline, for whatever reason, will not be considered for evaluation.

Thank you and we look forward to receiving your quotations.

Approved by:

Signature: _____

A handwritten signature in blue ink, appearing to read 'Van Nguyen', is written over the signature line.

Name: Van Nguyen

Title: Deputy Resident Representative

Date: 18 November 2021

A second handwritten signature in blue ink is located at the bottom right of the page, below the date.

SECTION 2: RFQ INSTRUCTIONS AND DATA

Introduction	<p>Bidders shall adhere to all the requirements of this RFQ, including any amendments made in writing by UNDP. This RFQ is conducted in accordance with the UNDP Programme and Operations Policies and Procedures (POPP) on Contracts and Procurement</p> <p>Any Bid submitted will be regarded as an offer by the Bidder and does not constitute or imply the acceptance of the Bid by UNDP. UNDP is under no obligation to award a contract to any Bidder as a result of this RFQ.</p> <p>UNDP reserves the right to cancel the procurement process at any stage without any liability of any kind for UNDP, upon notice to the bidders or publication of cancellation notice on UNDP website.</p>
Deadline for the Submission of Quotation	<p>02 December 2021, 4:30 pm (BD local time)</p> <p>If any doubt exists as to the time zone in which the quotation should be submitted, refer to http://www.timeanddate.com/worldclock/</p>
Method of Submission	<p>Quotations must be submitted as follows: online e-Tendering system in the following link: https://etendering.partneragencies.org</p> <p>Bid submission address: Click or tap here to enter text.</p> <ul style="list-style-type: none"> ▪ File Format: PDF ▪ 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. ▪ Max. File Size per transmission: Individual file size 5 MB ▪ Mandatory subject of email: RFQ-BD-2021-026 ▪ Multiple emails must be clearly identified by indicating in the subject line “email no. X of Y”, and the final “email no. Y of Y. ▪ It is recommended that the entire Quotation be consolidated into as few attachments as possible. ▪ The bidder should receive an email acknowledging email receipt. <p>[For eTendering method, click the link https://etendering.partneragencies.org and insert Event ID information]</p> <ul style="list-style-type: none"> • RFQ-21-026 <p>Detailed instructions on how to submit, modify or cancel a bid in the eTendering 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/</p>
Cost of preparation of quotation	<p>UNDP shall not 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.</p>
Supplier Code of Conduct, Fraud, Corruption,	<p>All prospective suppliers must read the United Nations Supplier Code of Conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN. The Code of Conduct, which includes principles on labour, human rights, environment and ethical conduct may be found at: https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct</p>

	<p>Moreover, UNDP strictly enforces a policy of zero tolerance on proscribed practices, including fraud, corruption, collusion, unethical or unprofessional practices, and obstruction of UNDP vendors and requires all bidders/vendors to observe the highest standard of ethics during the procurement process and contract implementation. UNDP's Anti-Fraud Policy can be found at http://www.undp.org/content/undp/en/home/operations/accountability/audit/office_of_audit_andinvestigation.html#anti</p>
Gifts and Hospitality	<p>Bidders/vendors shall not offer gifts or hospitality of any kind to UNDP staff members including recreational trips to sporting or cultural events, theme parks or offers of holidays, transportation, or invitations to extravagant lunches, dinners or similar. In pursuance of this policy, UNDP: (a) Shall reject a bid if it determines that the selected bidder has engaged in any corrupt or fraudulent practices in competing for the contract in question; (b) Shall declare a vendor ineligible, either indefinitely or for a stated period, to be awarded a contract if at any time it determines that the vendor has engaged in any corrupt or fraudulent practices in competing for, or in executing a UNDP contract.</p>
Conflict of Interest	<p>UNDP requires every prospective Supplier 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. Bidders shall strictly avoid conflicts with other assignments or their own interests, and act without consideration for future work. Bidders found to have a conflict of interest shall be disqualified.</p> <p>Bidders must disclose in their Bid their knowledge of the following: a) If the owners, part-owners, officers, directors, controlling shareholders, of the bidding entity or key personnel who are family members of UNDP staff involved in the procurement functions and/or the Government of the country or any Implementing Partner receiving goods and/or services under this RFQ.</p> <p>The eligibility of Bidders that are wholly or partly owned by the Government shall be subject to UNDP's further evaluation and review of various factors such as being registered, operated and managed as an independent business entity, the extent of Government ownership/share, receipt of subsidies, mandate and access to information in relation to this RFQ, among others. Conditions that may lead to undue advantage against other Bidders may result in the eventual rejection of the Bid.</p>
General Conditions of Contract	<p>Any Purchase Order or contract that will be issued as a result of this RFQ shall be subject to the General Conditions of Contract</p> <p>Select the applicable GTC: General Terms and Conditions/Special Conditions for Contract. Applicable Terms and Conditions and other provisions are available at UNDP/How-we-buy</p>
Special Conditions of Contract	<p>Cancellation of PO/Contract if the delivery/completion is delayed by 30 days</p>
Eligibility	<p>A vendor who will be engaged by UNDP may not be suspended, debarred, or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization. Vendors are therefore required to disclose to UNDP whether they are subject to any sanction or temporary suspension imposed by these organizations. Failure to do so may result in termination of any contract or PO subsequently issued to the vendor by UNDP.</p>

	<p>It is the Bidder's responsibility to ensure that its employees, joint venture members, sub-contractors, service providers, suppliers and/or their employees meet the eligibility requirements as established by UNDP.</p> <p>Bidders must have the legal capacity to enter a binding contract with UNDP and to deliver in the country, or through an authorized representative.</p>
Currency of Quotation	Quotations shall be quoted in BDT or USD (USD conversion rate, 85.59 (UNORE))
Joint Venture, Consortium or Association	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Bid, they shall confirm in their Bid that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Bid; and (ii) if they are awarded the contract, the contract shall be entered into, by and between UNDP and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture, Consortium or Association.</p> <p>Refer to Clauses 19 – 24 under Solicitation policy for details on the applicable provisions on Joint Ventures, Consortium or Association.</p>
Only one Bid	<p>The Bidder (including the Lead Entity on behalf of the individual members of any Joint Venture, Consortium or Association) shall submit only one Bid, either in its own name or, if a joint venture, Consortium or Association, as the lead entity of such Joint Venture, Consortium or Association.</p> <p>Bids submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or b) they have the same legal representative for purposes of this RFQ; or c) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Bid of, another Bidder regarding this RFQ process; d) they are subcontractors to each other's Bid, or a subcontractor to one Bid also submits another Bid under its name as lead Bidder; or e) some key personnel proposed to be in the team of one Bidder participates in more than one Bid received for this RFQ process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Bid.
Duties and taxes	<p>Article II, Section 7, of the Convention on the Privileges and Immunities provides, inter alia, that the United Nations, including UNDP as a subsidiary organ of the General Assembly of the United Nations, is exempt from all direct taxes, except charges for public utility services, and is exempt from customs restrictions, duties, and charges of a similar nature in respect of articles imported or exported for its official use. All quotations shall be submitted net of any direct taxes and any other taxes and duties, unless otherwise specified below:</p> <p>All prices must:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> be inclusive of VAT and other applicable indirect taxes (please mention the VAT amount and rate in separate Column)
Language of quotation	<p>Click or tap here to enter text</p> <p>Including documentation including catalogues, instructions and operating manuals.</p>
Documents to be submitted	<p>Bidders shall include the following documents in their quotation:</p> <ul style="list-style-type: none"> <input checked="" type="checkbox"/> Annex 2: Quotation Submission Form duly completed and signed <input checked="" type="checkbox"/> Annex 3: Technical and Financial Offer duly completed and signed and in accordance with the Schedule of Requirements in Annex 1 <input checked="" type="checkbox"/> Bidder must submit Registration certificate;

	<input checked="" type="checkbox"/> Bidder must submit Business Licenses – Registration Papers, Tax Payment Certification, etc. <input checked="" type="checkbox"/> Internet Service Provider must have 5 years' experience. <input checked="" type="checkbox"/> Bidder must submit Company profile (including administrative and logistics facilities available) <input checked="" type="checkbox"/> Bidder must have experience in similar assignments in last five years <input checked="" type="checkbox"/> The firm must have at least 10 years of establishment record <input checked="" type="checkbox"/> The firm must have ability to provide full duplex 150 Mbps bandwidth connection. <input checked="" type="checkbox"/> The firm must have ability to provide 2 optical Connection from different pop along with Radio link. <input checked="" type="checkbox"/> The firm must submit Data confidentiality guarantee. <input checked="" type="checkbox"/> Experience in providing reliable, secured and high speed internet connection to large Corporate organization/one or more UN agency operating in Bangladesh/Multi-national organizations. <input checked="" type="checkbox"/> The ISP must have the call center for 24/7 support service. <input checked="" type="checkbox"/> ISP have necessary arrangement to provide real time MRTG access, traffic management, network monitoring and access to raw log files.
Quotation validity period	Quotations shall remain valid for 90 days from the deadline for the Submission of Quotation.
Price variation	No price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted at any time during the validity of the quotation after the quotation has been received.
Partial Quotes	<input checked="" type="checkbox"/> Not permitted
Alternative Quotes	<input checked="" type="checkbox"/> Not permitted
Payment Terms	<input checked="" type="checkbox"/> monthly payment after receipt of services and submission of payment documentation.
Conditions for Release of Payment	<input checked="" type="checkbox"/> After receipt of services and submission of payment documentation.
Contact Person for correspondence, notifications and clarifications	<p>E-mail address: bd.procurement@undp.org</p> <p>Attention: Quotations shall not be submitted to this address. 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.</p>
Clarifications	Requests for clarification from bidders will not be accepted any later than 23 November 2021. Responses to request for clarification will be communicated through e-tender.
Evaluation method	<input checked="" type="checkbox"/> Long Term Agreement will be awarded to the lowest price substantially compliant offer
Evaluation criteria	<input checked="" type="checkbox"/> Full compliance with all requirements as specified in Annex 1 <input checked="" type="checkbox"/> Full acceptance of the General Conditions of Contract
Right not to accept any quotation	UNDP is not bound to accept any quotation, nor award a contract or Purchase Order

Right to vary requirement at time of award	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.
Type of Contract to be awarded	<input checked="" type="checkbox"/> Long Term Agreement (LTA) for 3 years with a provision of each year satisfactory performance evaluation.
Expected date for contract award.	01 January 2022
Publication of Contract Award	UNDP will publish the contract awards valued at USD 100,000 and more on the websites of the CO and the corporate UNDP Web site.
Policies and procedures	This RFQ is conducted in accordance with UNDP Programme and Operations Policies and Procedures
UNGM registration	Any Contract resulting from this RFQ exercise will be subject to the supplier being registered at the appropriate level on the United Nations Global Marketplace (UNGM) website at www.ungm.org . The Bidder may still submit a quotation even if not registered with the UNGM, however, if the Bidder is selected for Contract award, the Bidder must register on the UNGM prior to contract signature.

ANNEX 1: SCHEDULE OF REQUIREMENTS

Detail of requirement:

Connection & Connectivity <ol style="list-style-type: none"> Speed requirement: asymmetric 150Mbps/150Mbps bandwidth (uplink/downlink). At least two fiber-optic connections from different POP along with Radio link in order to maintain the redundancy. All connections must be always active. No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection; no mandatory proxy servers and firewalls All necessary hardware, cabling and software (if required for Internet service) should be provided and set up by the offered. Latency from the UNDP Country Office to New York area, USA shall be not more than 275 ms (microsoft.com, Outlook.com, OneDrive, MS Team, UNDP.Zoom.us, account.docuSign.com, partneragencies.org, intranet.undp.org). Worldwide reachability. Three Administrator's connections in residence, shared with the main bandwidth ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the UNDP Country Office. ISP has to configured router (Cisco 2911) for routing UNDP IP which will able to route both IPv4 & Ipv6. National wide ISP Internet service providerISP (ISP) should have direct optical connection from International Internet Gateway (IIG).
Management & Security <ol style="list-style-type: none"> Data confidentiality guarantee; Provider not scan traffic (if this should be done for finding problems in the network a prior UNDP agreement must be obtained). Traffic management, network monitoring and access to raw log files. Real time MRTG Access. Arrangement to route UNDP own real/public IP.
After Sales Service <ol style="list-style-type: none"> In case of share channel the minimal guaranteed bandwidth should be clearly mentioned in the proposal. Technical support as and when required with no cost within the LTA period. The ISP shall have the call center for 24/7 support service with several support contact persons indicating their contact numbers (office, residence and cell phone) and will update immediately in case of any changes of provided contact person or numbers. In this regard UNDP prefers one stop service with one cell call. Maximum an hour will be considered as a problem addressing/ resolving period UNDP will treat it as a down time if it is more than an hour and cut the cost double of the actual downtime.In the event of a sub-standard performance or unsatisfactory services of the ISP, UNDP may panelize the ISP. Maintenance/upgrade troubleshoots or any other issues, UNDP prefers the down time after office hour (8:00 – 17:30) if necessary with prior information at least two working days before. Internet service should be based on fixed monthly payment plan with no additional payment or limitation by traffic amount and time. Service reliability must be ensured. Overall uptime should not be less than 99%. Tier 1 or Tier 2 connectivity to the Internet backbone. Fiber optic connectivity from the ISP to the Internet backbone.
Additional Task <ol style="list-style-type: none"> ISP should take permission from BTRC to clear one real IP for Video conferencing. ISP should provide /24 Ips for UNDP ISP should install and implement the existing bandwidth controller. ISP shall be responsible for carrying out all administrative and correspondence related tasks for obtaining or renewing of any License/User permission required from BTRC or any other relevant authority if required.

ANNEX 2: QUOTATION SUBMISSION FORM

Bidders are requested to complete this form, including the Company Profile and Bidder's Declaration, sign it and return it as part of their quotation along with Annex 3: Technical and Financial Offer. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Company Profile

Item Description	Detail
Legal name of bidder or Lead entity for JVs	Click or tap here to enter text.
Legal Address, City, Country	Click or tap here to enter text.
Website	Click or tap here to enter text.
Year of Registration	Click or tap here to enter text.
Legal structure	Choose an item.
Are you a UNGM registered vendor?	<input type="checkbox"/> Yes <input type="checkbox"/> No If yes, insert UNGM Vendor Number
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your Company have a written Statement of its Environmental Policy? (If yes, provide a Copy)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Does your organization demonstrate significant commitment to sustainability through some other means, for example internal company policy documents on women empowerment, renewable energies or membership of trade institutions promoting	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

such issues (<i>If yes, provide a Copy</i>)				
Is your company a member of the UN Global Compact	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			
Bank Information	Bank Name: Click or tap here to enter text. Bank Address: Click or tap here to enter text. IBAN: Click or tap here to enter text. SWIFT/BIC: Click or tap here to enter text. Account Currency: Click or tap here to enter text. Bank Account Number: Click or tap here to enter text.			
Previous relevant experience: 3 contracts				
Name of previous contracts	Client & Reference Contact Details including e-mail	Contract Value	Period of activity	Types of activities undertaken

Bidder's Declaration

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Requirements and Terms and Conditions: I/We have read and fully understand the RFQ, including the RFQ Information and Data, Schedule of Requirements, the General Conditions of Contract, and any Special Conditions of Contract. I/we confirm that the Bidder agrees to be bound by them.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm that the Bidder has the necessary capacity, capability, and necessary licenses to fully meet or exceed the Requirements and will be available to deliver throughout the relevant Contract period.
<input type="checkbox"/>	<input type="checkbox"/>	Ethics: In submitting this Quote I/we warrant that the bidder: has not entered into any improper, illegal, collusive or anti-competitive arrangements with any Competitor; has not directly or indirectly approached any representative of the Buyer (other than the Point of Contact) to lobby or solicit information in relation to the RFQ ;has not attempted to influence, or provide any form of personal inducement, reward or benefit to any representative of the Buyer.
<input type="checkbox"/>	<input type="checkbox"/>	I/We confirm to undertake not to engage in proscribed practices, , or any other unethical practice, with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN and we have read the United Nations Supplier Code of Conduct : https://www.un.org/Depts/ptd/about-us/un-supplier-code-conduct and acknowledge that it provides the minimum standards expected of suppliers to the UN.
<input type="checkbox"/>	<input type="checkbox"/>	Conflict of interest: I/We warrant that the bidder has no actual, potential, or perceived Conflict of Interest in submitting this Quote or entering a Contract to deliver the Requirements. Where a Conflict of Interest arises during the RFQ process the bidder will report it immediately to the Procuring Organisation's Point of Contact.

Yes	No	
<input type="checkbox"/>	<input type="checkbox"/>	Prohibitions, Sanctions: I/We hereby declare that our firm, its affiliates or subsidiaries or employees, including any JV/Consortium members or subcontractors or suppliers for any part of the contract is not under procurement prohibition by the United Nations, including but not limited to prohibitions derived from the Compendium of United Nations Security Council Sanctions Lists and have not been suspended, debarred, sanctioned or otherwise identified as ineligible by any UN Organization or the World Bank Group or any other international Organization.
<input type="checkbox"/>	<input type="checkbox"/>	Bankruptcy: I/We have not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against them that could impair their operations in the foreseeable future.
<input type="checkbox"/>	<input type="checkbox"/>	Offer Validity Period: I/We confirm that this Quote, including the price, remains open for acceptance for the Offer Validity.
<input type="checkbox"/>	<input type="checkbox"/>	I/We understand and recognize that you are not bound to accept any Quotation you receive, and we certify that the goods offered in our Quotation are new and unused.
<input type="checkbox"/>	<input type="checkbox"/>	By signing this declaration, the signatory below represents, warrants and agrees that he/she has been authorised by the Organization/s to make this declaration on its/their behalf.

Signature: _____

Name: [Click or tap here to enter text.](#)

Title: [Click or tap here to enter text.](#)

Date: [Click or tap to enter a date.](#)

ANNEX 3: TECHNICAL AND FINANCIAL OFFER - GOODS

Bidders are requested to complete this form, sign it and return it as part of their bid along with Annex 2: Quotation Submission Form. The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.

Name of Bidder:	Click or tap here to enter text.	
RFQ reference:	Click or tap here to enter text.	Date: Click or tap to enter a date.

Task	Vendor Response (Y/N)
Connection & Connectivity	
1. Speed requirement: asymmetric 150 Mbps/150 Mbps bandwidth (uplink/downlink).	
2. At least two fiber-optic connections from different POP along with Radio link in order to maintain the redundancy. All connection must be always active.	
3. No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection; no mandatory proxy servers and firewalls	
4. All necessary hardware, cabling and software (if required for Internet service) should be provided and set up by the offered.	
5. Latency from the UNDP Country Office to New York area, USA shall be not more than 275 ms (microsoft.com, Outlook.com, OneDrive, MS Team, UNDP.Zoom.us, account.docusign.com, partneragencies.org, intranet.undp.org).	
6. Worldwide reachability.	
7. Three Administrator's connections (in Dhaka City) for residence shared with the main bandwidth	
8. ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the UNDP Country Office.	
9. ISP has configured the existing router (CISCO 2911) for routing UNDP IP which will able to route both IPv4 & IPv6.	
10. National wide ISP	
11. Internet service providerISP (ISP) should have direct optical connection from International Internet Gateway (IIG).	
Management & Security	
1. Data confidentiality guarantee; Provider not scan traffic (if this should be done for finding problems in the network a prior UNDP agreement must be obtained).	
2. Traffic management, network monitoring and access to raw log files.	
3. Real time MRTG Access.	
4. Arrangement to route UNDP own real/public IPs.	
After Sales Service	
1. In case of share channel the minimal guaranteed bandwidth should be clearly mentioned in the proposal.	
2. Technical support as and when required with no cost.	
3. The ISP shall have the call center for 24/7 support service with several support contact persons indicating their contact numbers (office, residence and cell phone) and will update immediately in case of any changes of provided contact person or numbers. In this regard UNDP prefers one stop service with one cell call.	

4. Maximum an hour will be considered as a problem addressing/ resolving period UNDP will treat it as a down time if it is more than an hour and cut the cost double of the actual downtime. In the event of a sub-standard performance or unsatisfactory services of the ISP, UNDP may panelize the ISP.	
5. Maintenance/upgrade troubleshoots or any other issues, UNDP prefers the down time after office hour (8:00 – 17:30) if necessary with prior information at least two working days before.	
6. Internet service should be based on fixed monthly payment plan with no additional payment or limitation by traffic amount and time.	
7. Service reliability must be ensured. Overall uptime should not be less than 99%.	
8. Tier 1 or Tier 2 connectivity to the Internet backbone.	
9. Fiber optic connectivity from the ISP to the Internet backbone.	
Additional Task	
1. Provide /24 real/public IPs;	
2. ISP should install and implement the existing bandwidth controller (if required).	
3. ISP should take permission from BTRC to clear one real IP for Video conferencing.	
4. ISP shall be responsible for carrying out all administrative and correspondence related tasks for obtaining or renewing of any License/User permission required from BTRC or any other relevant authority if required.	

Currency of the Quotation: Click or tap here to enter text.							
Item No	Description	UOM	Qty	Unit price/month	Total price in BDT (year 1)	Total price in BDT (year 2)	Total price in BDT (year 3)
1.	One time setup Cost	Nos.	1				
2.	Bandwidth cost 150/150 Mbps (per month)	Nos.	1				
3.	Permission from BTRC to clear one real IP for Video conferencing.	Nos.	1				
4.	Router (CISCO 2911) Configuration	Nos.	1				
5.	Others (if any)	Nos.	1				
Total Price							
Other Charges (specify)							
VAT (mention the %)							
Total Final and All-inclusive Price							

Compliance with Requirements

	You Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Minimum Technical Specifications	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Delivery Lead Time	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Payment terms	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Other requirements [pls. specify]	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

I, the undersigned, certify that I am duly authorized to sign this quotation and bind the company below in event that the quotation is accepted.	
<i>Exact name and address of company</i> Company Name Click or tap here to enter text. Address: Click or tap here to enter text. Click or tap here to enter text. Phone No.: Click or tap here to enter text. Email Address: Click or tap here to enter text.	Authorized Signature: Date: Click or tap here to enter text. Name: Click or tap here to enter text. Functional Title of Authorised Signatory: Click or tap here to enter text. Email Address: Click or tap here to enter text.

ANNEX 4: DECLARATION

Date:

United Nations Development Programme

UNDP Registry, IDB Bhaban, Agargaon

Sher-E-Bangla Nagar, Dhaka, Bangladesh

Assignment: **Hiring a Firm- Internet Service for UNDP Bangladesh Country Office.**

Reference: RFQ-BD-2021-026

Dear Sir,

I declare that is not in the UN Security Council 1267/1989 List, UN Procurement Division List or Other UN Ineligibility List.

Yours Sincerely,