Question and Answer Request for Proposal No.SC/RFP/17/015

Question 1- It is requested to please share the Geo Coordinates of these locations so that we can start our working

Answer-

UNHCR CO Islamabad:

Latitude: 33.7372667

Longitude: 73.1293837

Sea Level: 590m

UNHCR RAHA Secretariat Islamabad:

Latitude: 33.7340589

Longitude: 73.1314801

Sea Level: 565m

UNHCR SO Quetta:

Latitude: 30.2227961

Longitude: 67.0014538

Sea Level: 1655m

Question 2- kindly share complete offices addresses and POC detail of all offices to conduct the survey and check feasibility of fiber or wireless

Answer-

Name: Syed Imtiaz Shah

Email: shahs@unhcr.org

Address: Quaid-i-Azam University Road, Diplomatic Enclave 2, Sector G-4/2

         Islamabad.

Tel: 051 2600860-5

POC and Address for SO Quetta:

Name: Jerrold Dsouza

Email: dsouza@unhcr.org

Address: 36-E, Chaman Housing Scheme

         Quetta

Tel: 081 2828964

Question 3- Will Service Provider deploy the test link and after successive testing he can proceed for approval

Answer- the ISP has to provide test link in order to be able to compete for technical evaluation. Any ISP failing to provide testing link will not be part of technical evaluation.

Question 4- Please clarify the scope of testing for the 'TEST' LINK.

Answer- In terms of the scope for test link, I believe it is clearly mentioned in the document that was shared with the bidders. Prior to selecting a ISP, we need to ensure that whatever bandwidth and QoS is committed by the ISP is actually provided and their link has the required capacity. There is only one way to ensure the deliverables and quality of link viz through the test link

Question 5- Please clarify the internet bandwidth requirement. What does 100Mbps / 100Mbps imply?

Answer- It implies download and upload bandwidth should be the same.

Question 6- For the backup link please clarify separation of contractors. Will UNHCR choose a different contractor or is the bidder required to arrange a separate contractor.

Answer- Its better if UNHCR choose a separate contractor whose backbone is different from Primary link.

Question 7- Is the primary link required in Linear or RING connectivity

Answer- Am not sure as to what does the ISP refer to as linear in this context. But it should not be a shared link. It should be CIR.

Question 8- Is there any equipment required at UNHCR premises.

Answer- No equipment required except for whatever ISP would use to provide us the link at UNHCR respective locations

Question 9- Please clarify the services required at the UNHCR Video Country Office Islamabad. Will UNHCR be using video streaming over the internet, if so what is the required bandwidth. If VPN services are required then please specify the endpoints and the bandwidth required.

Answer- Here video refers to digital channels/ TV. No video streaming or VPN services are required.

Question 10- Reference section 2.5.2 please clarify points 6,7,8,9 and 10. Does UNHCR require VOIP services, fax/efax, optical telephone lines and IP's.

Answer- Yes, UNHCR requires VoIP services.

Question 11- Reference section 2.5.2 please clarify point 10. What is meant by Whitelisted 'PIS'.

Answer- IP addresses should be whitelisted with PTA (as per the required standards).

Question 12- Reference section 2.5.2. Point 10. What is the required up-time?

Answer- Required uptime is 24/7/365 or 99.99% unless it's a global/ international issue.

Question 13- Reference section 2.5.2. Point 11. Please specify IPERF parameters to be used for all bidders.

Answer- IPERF parameters are to be defined by DIST Amman. ISP have nothing to do with it so far.

Question 14- Which currency to be used for offered price?

Answer- Pakistan Rupees (PKR)

Question 15- Is the BID required to be submitted via Email or it can be posted via courier also?

Answer- It can be sent to either of the addresses

Question 16- What are the opening dates of technical and financial proposals?

Answer- The dates will be communicated in due course

Question 17- Need clarification against the "content of financial proposal" mentioned in RFP documents page No.4.(2.4.2) what is meant by "fixed component of price"

Answer- Fixed component price would refer to the price of equipment put in place by the ISP i.e. one time cost of installation or other equipment installed by the ISP to provide connectivity

Question 18- Please confirm the required bandwidth in UNHCR video country office ISB mentioned in annexure A

Answer- We do not require bandwidth required for UNHCR video, rather a HD cable network subscription is required for which necessary equipment such as ONT and HD box should be installed

Question 19- Please confirm the following mentioned in annexure B I Technical criteria

- Fax line and efax (mentioned in point 7)
- Whitelisted PIS (mentioned in point 8)

Answer- We need 2 fax line and 2 eFax accounts

- IP addresses should be whitelisted with PTA (as per the required standards

Question 20- Need clarification against the clause mentioned in Annexure B ii technical evaluation criteria.

"ISP test link connectivity performance.

IPERF results above 50 Mbps

Score mark must be above 2.00 (link for each participant will be tested for a period of 5 days to 2 weeks)

Answer- the test will be carried by colleagues in the regional office. These are minimum criteria's to be met in order to pass the test.