



UNHCR

United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 07 August 2017

REQUEST FOR PROPOSAL: No.SC/RFP/17/015

**FOR THE ESTABLISHMENT
OF A FRAME AGREEMENT FOR THE PROVISION OF INTERNET SERVICES FOR
COUNTRY OFFICE ISLAMABAD AND SUB OFFICE QUETTA**

CLOSING DATE AND TIME: 06 SEPTEMBER 2017 – 16:00 hrs PST

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR), in Pakistan, invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the provision of Internet services (referred to hereinafter as service].

IMPORTANT:

Exact technical specifications of the items are detailed in Annex A of this document.

UNHCR may award Frame Agreement(s) with initial duration of 2 (two) years, potentially extendable for a further period of 1 (one) year, for supplying its operations globally. The successful bidders will be requested to maintain their quoted price model for the duration of the Frame Agreement(s).

Bidders can send in a proposal for only one (1) or all of the two (2) locations.

All participants/ bidders will be required to provide test links which should be mandatory for technical approval of the bid. The test link should be provided by the ISPs 'on-site' without any cost implication whatsoever. The link for each participant will be tested for a period of 5 days to 2 weeks. The test link should be installed within 5 days of notification to the participants/ vendors

The internet bandwidth requirement are as follows; however more specifications are provided in annex A of this solicitation.

Location	Main internet bandwidth requirement	Back-up link
UNHCR Main link Country Office Islamabad	100 Mbps/100Mbps	10 Mbps/10 Mbps (to be provided by separate contractors)
UNHCR RAHA Secretariat UNMOGIP Compound Islamabad	10 Mbps/10 Mbps	Not applicable
UNHCR NADRA Country Office Islamabad	2 Mbps/2 Mbps	Not applicable
UNHCR Video Country office Islamabad	Only video streaming	Not applicable
UNHCR Main link Sub Office Quetta	35Mbps/35 Mbps	5 Mbps/5 Mbps

Please note that figures have been stated in order to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will purchase the above bandwidth. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Frame Agreement.

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a Frame Agreement with other UN Agencies.

IMPORTANT:

When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision of Goods shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Request for Proposal document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

2.1. RFP DOCUMENTS

The following annexes form integral part of this Request for Proposal:

- Annex A: Technical Specifications
- Annex B: Technical evaluation criteria
- Annex C: Financial Offer Form
- Annex D: Vendor Registration Form
- Annex E: UNHCR General Conditions of Contracts for the Provision of Services – 2010

2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this RFP by return e-mail to pakisrfq@unhcr.org as to:

- Your confirmation of receipt of this request for proposal
- Whether or not you will be submitting a proposal

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by e-mail to pakisrfq@unhcr.org. **The deadline for receipt of questions is 17:00 hrs PST on 17/08/2017.**

IMPORTANT:

Please note that Bid Submissions are **not** to be sent to the e-mail address above.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once

2.4 YOUR PROPOSAL

Your proposal shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may be not taken into consideration.

IMPORTANT:

Inclusion of copies of your proposal with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your proposal directly to the address provided in the "Submission of Bid" section 2.6) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer
- Financial offer

2.4.1 Content of the TECHNICAL OFFER

IMPORTANT:

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The technical details of the products requested by UNHCR can be found in **Annex A**. Your technical proposal should clearly state whether or not the services you are offering are fully conforming to the specifications given. Clearly state and disclose any discrepancies with the specifications given.

The following details shall also be provided in the Technical proposal.

Incoterms: The International Chamber of Commerce Incoterms 2010 shall apply for this RFP and for any resulting purchase orders(s).

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign and submit with your technical proposal the Vendor Registration Form (**Annex D**).

UNHCR General Conditions for Provision of Services: Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Services by signing **Annex E**.

2.4.2 Content of the FINANCIAL PROPOSAL

Your separate **financial proposal** must contain an overall offer in a single currency in PKR.

The prices offered should remain valid for at least [six] months.

The fixed component of the price must remain unchanged for the duration of the Frame Agreement (2 + 1 years).

The Financial offer is to be submitted as per the Financial Offer Form (Annex C). Bids that have a different price structure may not be accepted.

UNHCR is exempt from all direct taxes and customs duties. With this regards, price has to be given without VAT.

You are requested to hold your offer valid for [180] days from the deadline for submission. UNHCR will make its best effort to select a company within this period. The pricing model quoted in the Supplier's offer will remain valid for the duration of the Frame Agreement. UNHCR's standard payment terms are within 30 days after satisfactory implementation and receipt of documents in order.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:

2.5.1 Supplier Registration:

The qualified suppliers will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- Financial standing,
- Core business,
- Track record,
- Contract capacity.

2.5.2 Technical and Financial evaluation:

For the award of this project, UNHCR has established evaluation criteria which govern the selection of proposals received for both the main and back-up link. Evaluation is made on a technical and financial basis. The percentage assigned to each component is determined in advance as follows:

The **Technical offer** will be evaluated using inter alia the following criteria and percentage distribution: **60%** from the total score

Criteria	Points
1. Proof of Relevant Experience (minimum 3 clients). Minimum Bandwidth profile 25 Mbps CIR (name of clients and number bandwidth)	5
2. Medium optical fiber or P2P	5
3. Link redundancy (Minimum two backhauls)	5
4. Last mile partner details or own fiber	5
5. BPON or GPON	5
6. VoIP support	5
7. Optical fiber telephone lines	5
8. Fax line and efax	5
9. Whitelisted PIS	5
10. Uptime commitment %	5
11. ISP test link connectivity performance. a. IPERF results above 50 Mbps b. Score marks must be above 2.00 (The link for each participant will be tested for a period of 5 days to 2 weeks)	50
Total:	100

Please note that for the general and technical criteria: 1-10 / minimum score to pass will be 30

Test link: minimum score to pass will be 30

The marks scored by proposers out of 100 points will be converted to the maximum point for Technical Evaluation, i.e. 60 marks by using the formula:

$$\frac{\text{Points Scored} \times 60}{100}$$

A proposal that scores below 65% (60 points) out of the total technical criteria (Annex B) will be deemed technically non-compliant or unacceptable and therefore will be disqualified at this stage of the evaluation.

The **Financial offer** will use the following percentage distribution: **40%** from the total score.



The maximum number of points will be allotted to the lowest price offer that is opened and compared among those invited firms. All other price offers will receive points in inverse proportion to the lowest price; e.g., [total Price Component] x [US\$ lowest] \ [US\$ other] = points for other supplier's Price Component.

For evaluation purposes only, the offers submitted in currency other than US Dollars will be converted into US Dollars using the United Nations rate of exchange in effect on the date the submissions are due.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.6 **SUBMISSION OF BID:**

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.). The Technical and Financial proposals shall be clearly separated.

Bid must be sent by e-mail ONLY to: PAKISITB@unhcr.org

IMPORTANT:

The technical offer and financial proposal are to be sent in separate documents. Failure to do so may result in disqualification.

Deadline: 06/09/2017, 16:00 hrs PST.

IMPORTANT:

Any proposal received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of [5] Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- Bid **SC/RFP/17/015**
- Name of your firm with the title of the attachment
- Number of e-mails that are sent (example: 1/3, 2/3, 3/4).

UNHCR will not be responsible for locating or securing any information that is not identified in the proposal. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the proposal, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

Proposals can also be sent via courier to the following address:

RFP No: SC/RFP/17/015
UNHCR ISLAMABAD

No.2 DIPLOMATIC ENCLAVE,
QUAID-E-AZAM UNIVERSITY ROAD,
ISLAMABAD, PAKISTAN

The outer envelope should be containing two inner envelopes as described below:

Both inner envelopes shall indicate your firm's name and address. The first inner envelope shall be marked "Technical Component" and contain the full technical component of your offer. The second inner envelope shall be marked "Price Component" and include your signed and stamped financial proposal.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Goods.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

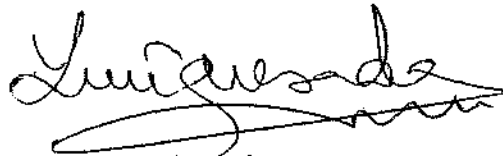
Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this ITB will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Goods and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES

Please note that the General Conditions of Contracts (**Annex E**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.



Marie-Lucie Quesada Rafaroso
Senior Supply Officer
UNHCR Islamabad