



UNHCR

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

DATE: 24 November 2016

INVITATION TO BID: No. SC/ITB/16/003

**FOR THE ESTABLISHMENT
OF A SERVICE AGREEMENT FOR PROVISION OF 10MB & 02 MB INTERNET BANDWIDTH
DUPLEX_CIR THROUGH FIBRE OPTIC AT UNHCR SUB-OFFICE and GUESTHOUSE QUETTA**

CLOSING DATE AND TIME: 21-December-2016 – 12:00 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), Quetta, invites qualified and registered internet service providers (ISPs) to make a firm offer for the provision of 10MB internet bandwidth with 1 static IP with 16 pool IPs through fibre for the establishment of Service Agreement(s).

IMPORTANT:

Exact location and details are provided in Annex C of this document.

UNHCR may sign Service Agreement(s) with initial duration of two (02) years, potentially extendable for a further period of another 1 (one) year, for supplying its operations in Quetta Balochistan. The successful bidders will be requested to maintain their quoted price model for the duration of the Service Agreement.

Quantities will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the Service 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 Service Agreement with other UN Agencies.

IMPORTANT:

When a Service 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 Invitation to Bid 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. ITB DOCUMENTS

The following annexes form integral part of this Invitation to Bid:

Annex A:	Calendar of activities
Annex B:	Baseline Criteria
Annex C:	Detail description of the requirement
Annex D:	Financial Offer Form
Annex E:	Vendor Registration Form
Annex F:	UNHCR General Conditions of Contracts for the Provision of [Services] – 2010

2.2 ACKNOWLEDGMENT

We would appreciate you for informing us of the receipt of this ITB by return e-mail to PAKQUSC@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to pakqusc@unhcr.org. **The deadline for receipt of questions is 1200 HRS *PST* on 21 December 2016.**

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 and reply to questions to all other invited bidders at once.

2.4 YOUR OFFER

Your offer 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 offer 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 bid directly to the address provided in the “Submission of Bid” section 2.6) of this ITB.

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 following details shall also be provided in the Technical Offer.

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

Registration Documents: The bidder shall provide copies of the registration documents with government authorities like NTN Certificate, Company Registration Certificate, Certificate of Incorporation, GST Certificates, ISO certificate related to requested services etc.

Similar Work list of 2014 – 2015: The bidders will provide a list of similar works done in 2014 & 2015, it will be a simple list containing information about the work done in 2014 & 2015, brief description of work, organization name, total amount of contract. UNHCR may go for a reference check with any/all of the organizations with whom the bidders worked with.

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 E**).

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

Also provide the following documents along with the details mentioned above.

- Company Profile
- Year founded;
- If multi location company, specify headquarters location;
- Registration Certificate
- Client list details Private / Govt / UN-Agencies
- Past working experience related to similar work (P.Os, work orders)
- Number of similar projects currently underway;
- Annual Turn-over for the period (2013-2014 and 2015)
- Bank Statement (Jan to June 2016)
- Signed UNHCR General Conditions for provision of services

2.4.2 Content of the FINANCIAL OFFER

Your separate **Financial offer** (Annex-D) must contain an overall offer in a single currency, either in US Dollars, Euros or in the currency of your company's country.

UNHCR is exempted from all direct taxes and customs duties. With this regards, price has to be given excluding all taxes.

IMPORTANT:

The financial offer will only be accepted in the attached Annex-C. Failure to do so may result in disqualification.

You are requested to hold your offer valid for 90 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.

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, labour, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.5 SUBMISSION OF BID:

The offers must bear your official letter head, clearly identifying your company. The bidder should mention the **title of the bid and the bid number** on the envelop addressing to the Head of sub-office Quetta as mentioned below.

Bids should be submitted directly or through courier to the following address.

Bid for 10MB & 02 MB Internet bandwidth

BID: No. ITB/SC/16/003

The Head of Sub-office,
United Nations High Commissioner for Refugees (UNHCR)
Chaman Housing Scheme, Airport Road, Quetta
Phone #: 081-2829368-9
Fax #: 081-2829370

IMPORTANT:

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

Deadline: 21 December 2016, 1200 HRS PST

IMPORTANT:

Any bid 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.

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

IMPORTANT:

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the baseline Criteria.

2.6 BID ACCEPTANCE:

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

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.

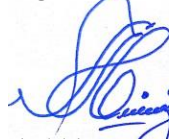
2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

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 Services in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

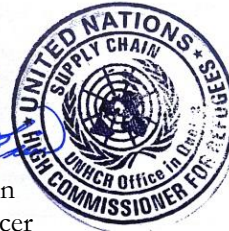
2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES

Please note that the General Conditions of Contracts (**Annex F**) 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.

Signature



Syed Shabbir Hussain
Associate Supply Officer
UNHCR Sub-office, Quetta



ANNEX – A
CALENDER OF ACTIVITES

ACTIVITY	DATE
Bid Opening	21-December-2016
Technical Evaluation	22 and 23 December 2016
Financial Bid Opening	27 December 2016
Tabulation and Finalization of offers	27 December 2016
Recommendation and approval	28 December 2016
Award Notification	28 December 2016
Contract Signing	29 December 2016

ANNEX – B

BASELINE CRITERIA FOR TECHNICAL EVALUATION

Sr.	Criteria	Yes / NO
1.	Core business /experience of the vendor (minimum three years)	
2.	ISO Certification	
3.	Registration Certificate as ISP	
4.	Client list details Private / Govt: / UN-Agencies	
5.	Past working experience related to similar work (P.Os, work orders)	
6.	Similar projects currently underway;	
7.	Annual Turn-over (2013, 2014 & 2015)	
8.	Acceptance of UNHCR General terms and conditions for services (Annex F)	
9.	Technical specification for offered items provided, are as per requirement & acceptable to requesting unit	

Note : The bidder/company will be evaluated as Pass/Fail on the basis of the above criteria, therefore, bidders are requested to provide necessary and supporting documents in the technical proposal that could facilitate the evaluation process.

ANNEX C:

DETAILED TECHNICAL SHEET

SPECIFICATION OF 10MB INTERNET BANDWIDTH PRIMARY THROUGH FIBER OPTIC / MICROWAVE MEDIUM AND 5MB INTERNET BANDWIDTH SECONDARY THROUGH G.SHDSL MEDIUM AT UNHCR SUB-OFFICE, QUETTA

UNHCR SO Quetta would like to invite from the reputed Internet Service Providers to propose 10 Mbps, Internet connectivity solutions through Fiber optics. Last mile interface required at our location is Ethernet. We also require 1 static IP with 16 IPs of pool and /29 public IP subnet. Following description summarizes our technical requirements.

G.SHDSL Link (Backup)

We are requiring redundant backup of 10 MB internet bandwidth on Point to point, handoff interface would be Ethernet.

S. No	Address	Bandwidth	Media / Requirement
1.	UNHCR Sub Office, H.O.36-E, Chaman Housing Scheme, Airport Road, Quetta.	10 MBBPs through Fibre Optics	Primary Fibre 10MB and Backup G.SHDSL 5Mbps Link
2.			Cisco / Juniper Switch with 16 ports
3.	UNHCR Guesthouse Chaman Housing Scheme, Airport Road, Quetta	02 MBBPs Through Fibre Optics	02Mbps CIR Internet Connectivity Full Duplex 06 Public IP Subnet through fibre optics (Primary) with 02 Mbps (back-up) free wireless backup

The vendor agrees to provide the services as per UNHCR requirement mentioned above. If the company has better offer, can provide in a separate document for consideration.

Name of the Bidder: _____

Authorised Signature: _____

Company Name: _____

Company Stamp: _____

Date: _____

Note: The technical specifications and all annexes shall be considered as an integral part of this ITB.

ANNEX D: PRICE PROPOSAL FORM

Provision of 10 MB and 02 MB internet bandwidth at UNHCR Sub Office and Guesthouse, Quetta

QUANTITY / ANY OTHER DISCOUNTS (PLEASE SPECIFY):

THE PROPOSED DISCOUNTS WILL BECOME AN INTEGRAL PART OF YOUR BID SUBMISSION

PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS)

YES NO

No.	Spare parts Description	Qty	Unit Price	Total Price	Remarks
1.	10mb Internet bandwidth full duplex _CIR Fibre optics	1			
2.	Redundant link point to point (Backup)	1			
3.	02 mb Internet bandwidth full duplex _CIR Fibre optics	1			
4.	Cisco /Juniper switches with 16 ports	1			
5.	One time installation charges	1			
Grand Total:					

Note: Please provide the list of any other equipment which is required to be installed along with the ones mentioned above for the provision of the 10MB & 02 MB internet. We would also require the demo from the selected company for a period of 10 days. In case the ISP performance not found satisfactory will not be awarded the service contract.

BIDDER'S NAME:

DATE:

NAME:

SIGNATURE:

IN THE CAPACITY OF:

DULY AUTHORIZED TO

SIGN BID FOR AND ON BEHALF OF:

OFFICIAL STAMP: