

Request for Proposal (RFP) for
Provision of Backup Internet Connection
for UNOPS Afghanistan

RFP No.: UNOPS-AFG-RFP-015-006

Request for Proposal for the Provision of Backup Internet Connection for UNOPS Afghanistan

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Section 1: Proposal Data Sheet

RFP number: UNOPS-AFG-RFP-015-006
Project(s): Multiple Projects
Procurement official's name: Abdul Raqeeb YUSUFI
Email: Abdulry@unops.org
Issue date: September 22, 2015

UNOPS Site inspections:

N/A

UNOPS Pre-Bid Meeting:

N/A

Requests for clarifications due:

Date: October 04, 2015
Time: 23:59hrs, Kabul local time

UNOPS clarifications to offerors due:

Date: October 06, 2015
Time: 16:00hrs, Kabul local time

Proposal due

Date: **October 10, 2015**
Time: **10:00am (Morning), Kabul local time**

Planned award date

Date: October 30, 2015

Planned contract start date (on or before)

Date: November 01, 2015

**Request for Proposal for the Provision of Backup Internet
Connection for UNOPS in Kabul, Afghanistan****RFP No.: UNOPS-AFG-RFP-015-006****Section 2 – RFP Letter**

UNOPS plans to hire a competent firm for the provision of backup internet connection for UNOPS in Kabul, Afghanistan as defined in these documents. UNOPS now invites sealed proposals from qualified offerors for providing the requirements as defined in the Terms of Reference attached hereto. Proposals must be received by UNOPS at the address specified not later than **10:00 a.m. on October 10, 2015**.

This RFP is conducted in accordance with the applicable provisions of UNOPS Procurement Manual; Rev 5 <https://www.unops.org/SiteCollectionDocuments/Procurement/UNOPS%20procurement%20manual%20EN.pdf> and all other relevant Organizational Directives and Administrative Instructions that are referred to in the Procurement Manual. In case of contradictions between this RFP and the UNOPS Procurement Manual, the UNOPS Procurement Manual shall prevail. Offerors are encouraged to consult UNOPS Procurement Manual for clarification(s) on specific issue(s) or to learn more about UNOPS procurement procedures.

This UNOPS RFP consists of six sections and a series of annexes that will be completed by bidders and returned with their proposal.

RFP section 1:	Proposal data sheet
RFP section 2:	RFP Letter (this document)
RFP section 3:	Instructions to Offerors
RFP section 4:	UNOPS Terms of Reference (TOR)
RFP section 5:	UNOPS General Conditions of Contract for Services
RFP section 6:	UNOPS Model Long Term Agreement for Services

Returnable RFP forms (mandatory): Annexes must be sent as part of this RFP.

Annex A	Proposal/no proposal confirmation form
Annex B	Check List Form
Annex C	Proposal submission form
Annex D	Eligibility and Qualifications form
Annex E	Technical Proposal submission form
Annex F	Financial Proposal submission form
Annex G	UNGM Vendor registration form
Annex H	Format for Resume of Proposed Key Personnel
Annex I	Joint Venture Form

Interested bidders may obtain further information by contacting the Procurement Official whose contact details are provided in the Proposal Data Sheet.

Pre-cleared by:
Davronbek AKHMADBEKOV
Procurement & Supply Chain Manager
UNOPS AFOHDate: 21/09/15**Approved by:**
Mikko LAINEJOKI
Director and Representative
UNOPS AFOH

Date: _____



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Section 3: Instructions to Offerors

1 Introduction

- 1.1 General:** The United Nations Office for Project Services (UNOPS) is seeking qualified Consultant for the above-mentioned (backup internet connection) services in Afghanistan. Your company is kindly invited to submit your best technical and financial offer for the requested services. Your proposal could form the basis for a contract between your firm/institution and the United Nations Office for Project Services (UNOPS).

2 Eligibility criteria

- 2.1 Excluded nationalities:** No nationalities are excluded from submitting a proposal. An Offeror, and all parties constituting the Offeror, may have the nationality of any country. However, the Offeror or the lead party of the Offeror must have valid business license to legally operate in Afghanistan.
- 2.2 Conflict of Interest:** An Offeror must not be associated, or have been associated in the past, directly or indirectly, with a firm or any of its affiliates which have been engaged by UNOPS to provide consulting services for the preparation of the terms of reference and other documents being used for the procurement of the services under this Request for Proposals.
- 2.3 Ineligible Offerors:** An Offeror that is under a declaration of ineligibility by UNOPS at the date of proposal submission shall be disqualified. Offerors shall not be eligible to submit a proposal when at the time of proposal submission:
- Suppliers are already suspended by UNOPS or any other entity of the United Nations system, including the World Bank; or,
 - Supplier's names are mentioned in the UN 1267 Terrorist list issued by the Security Council resolution 1267 which establishes a sanctions regime to cover individuals and entities associated with Al-Qaida and/or the Taliban.
 - Supplier has an ongoing litigation or dispute with UN or any other International Organisation.
 - Supplier has not attended mandatory pre-bid clarification meeting and/or site inspection.
- 2.4 Joint Ventures:** Proposals may be submitted by a Joint Venture (JV). In the case of a JV:
- The duly filled Annex I: Joint Venture Partner Information Form must be included with the Proposal;
 - All parties to the JV shall be jointly and severally liable to UNOPS for the fulfilment of the provisions of the contract; and
 - The JV shall nominate one party who shall act as a leader with the authority to bind the joint venture, association or consortium during the solicitation process and, in the event a contract is awarded, during contract execution. The composition or the constitution of the joint venture, consortium or association shall not be altered without the prior consent of UNOPS.
- 2.5 Misleading of false representations:** Offerors may be disqualified if they have made misleading or false representations in the forms, statements and attachments submitted in proof of the qualification requirements; and/or record of poor performance such as, not properly completing contracts, inordinate delays in completion, litigation history, financial failures etc.

3 Solicitation Documents

3.1 Acknowledgement of solicitation documents: The Offeror is requested to acknowledge receipt of the solicitation documents to UNOPS by filling and returning the **Annex A: Proposal / No proposal submission form** by e-mail or letter to confirm participation or non-participation.

3.2 Examination of solicitation documents: The Offeror is expected to examine all instructions, forms, terms and requirements contained in the solicitation documents. Failure to comply with these documents will be at the Offeror's risk and may affect the evaluation of the proposal.

3.3 Clarification of solicitation documents: A prospective Offeror requiring any clarification of the solicitation documents may notify the UNOPS Procurement Official specified in **Section I - Proposal Data Sheet** in writing. UNOPS will respond in writing to any request for clarification of the solicitation documents that it receives on or before the date and time specified under the "Requests for Clarifications" in Section 1: Proposal Data Sheet. Written copies of UNOPS' response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Offerors that has received the solicitation documents or shall be posted on UNOPS website and UNGM under the respective business opportunity. UNOPS will endeavour to provide the above clarifications expeditiously, but any delay in providing such information will not be considered a reason for extending the submission date of a proposal.

3.4 Amendments of solicitation documents: At any time prior to the deadline for submission of proposals, UNOPS may, whether at its own initiative or in response to a clarification requested by a prospective Offeror, modify the solicitation documents by amendment. All prospective Offerors that have received the solicitation documents will be notified in writing of any amendments to the solicitation documents or in case of an open tender, amendments will be posted on the UNOPS website under the respective business opportunity. In order to afford prospective Offerors reasonable time to take the amendments into account in preparing their proposals, UNOPS may, at its discretion, extend the deadline for the submission of proposals.

3.5 Pre-bid clarification meeting: Unless otherwise instructed in writing by UNOPS, a pre-bid clarification meeting will only be held if stated in Section I – Proposal Data Sheet, at the time and place and in accordance with instructions set out therein.

If Section I – Proposal Data Sheet, states that a clarification meeting shall be mandatory, an offeror which does not attend the clarification meeting shall become ineligible to submit a proposal under this RFP.

The names of representatives of offerors who will attend the clarification meeting shall be submitted in writing by offerors to the UNOPS Procurement Official listed in Section I – Proposal Data Sheet, including the full name, position and ID number of each representative at least 24 hours before the clarification meeting is to be held.

UNOPS will not issue any formal answers to questions from offerors regarding the RFP or tender process during the clarification meeting. All questions shall be submitted in accordance with Article 3.3 above.

The clarification meeting shall be conducted only for the purposes of providing background information and explaining how to submit a proposal. Offerors shall not rely upon any information, statement or representation made at the clarification meeting unless that information, statement or representation is confirmed by UNOPS in writing.

3.6 Site inspection visit: Unless otherwise instructed in writing by UNOPS, a site visit will only be held if stated in Section I – Proposal Data Sheet, at the time and place and in accordance with any instructions set out therein.

If Section I – Proposal Data Sheet, states that site visit(s) shall be mandatory, an offeror which does not attend the site shall become ineligible to submit a proposal under this RFP.

The names of representatives of offerors who will attend the site visit shall be submitted in writing by bidders to the UNOPS Procurement Official listed in Section I – Proposal Data Sheet,

including the full name, position and ID number of each representative at least 24 hours before the site visit is to be held.

Offerors participating in a site visit shall be responsible for making and obtaining any visa arrangements that may be required for the offerors to participate in a site inspection visit.

Prior to attending a site inspection, bidders shall execute an indemnity and a waiver releasing UNOPS in respect of any liability that may arise from:

- (i) loss of or damage to any real or personal property;
- (ii) personal injury, disease or illness to, or death of, any person;
- (iii) financial loss or expense, arising out of the carrying out of that site inspection; and
- (iv) transportation by UNOPS to the site (if provided) as a result of any accidents or malicious acts by third parties.

UNOPS will not issue any formal answers to questions from offerors regarding the RFP or tender process during the site visit. All questions shall be submitted in accordance with Article 3.3 above.

The site visit shall be conducted for the purpose of providing background information only. Offerors shall not rely upon any information, statement or representation made at the site visit unless that information, statement or representation is confirmed by UNOPS in writing.

4 Preparation of Proposals

Technical and Procedural Aspects

4.1 Format of the proposal: The proposal shall be typed or written in indelible ink and shall be signed by the Offeror or a person or persons duly authorized to bind the Offeror to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the proposal. The proposal shall contain no interlineations, erasures, or overwriting except as necessary to correct errors made by the Offeror, in which case such corrections shall be initialled by the person or persons signing the proposal.

4.2 Language of the proposal: The proposals prepared by the Offeror and all correspondence and documents relating to the proposal exchanged by the Offeror and UNOPS shall be written in the English language. Any printed literature furnished by the Offeror may be written in another language so long as accompanied by an English translation of its pertinent passages in which case, for purposes of interpretation of the proposal, the English translation shall govern.

4.3 Content of the proposal: The proposal must comprise a technical proposal and a financial proposal duly separated.

(a) The **technical proposal** shall demonstrate that the Offeror meets all requirements and be concisely presented and structured in the following order to include, but not necessarily be limited to, the following documents:

- 1) Proposal Submission form: - a statement of intent of the Offeror in which it undertakes to provide the services in conformity with the provisions as set out in the solicitation documents and the Offeror's proposal. Please use the form attached hereto as **Annex C – Proposal Submission Form**.
- 2) Check List form: - a form in which the Offeror indicates that all the information and documents required under the RFP have been prepared and submitted. Please use the form attached hereto as **Annex B – Check List Form**.
- 3) Eligibility and qualifications form: - all the questions in this form must be duly answered and backed up by the necessary supporting documents to demonstrate the Offeror's eligibility and possession of minimum qualifications for the performance of the services required under the RFP. Please use the form attached hereto as **Annex D – Eligibility and Qualification form**.
- 4) Technical Proposal submission form: - a form in which the Offeror shall describe its firm/institution's expertise, understanding of the assignment, proposed approach and

methodology, team composition as well as work-plan and proposed staffing schedule for the performance of the services required under the RFP. Please use the form attached hereto as **Annex E – Technical Proposal Submission Form**.

- 5) UNGM Vendor registration Form: - as part of the Proposal it is desired that the Offeror gets registered in the United Nations Global Marketplace (UNGM) registration website at <http://www.ungm.org>. Proposals submitted by non-registered Offerors shall be still considered. However, if a non-registered Offeror is selected for contract award, the Offeror shall have to register on the UNGM prior to contract signature. Details for registration are provided in **Annex G – UNGM vendor registration**.
 - 6) Resume for proposed key personnel: - the information about the Offeror's proposed personnel shall be prepared and submitted using the guidance provided in **Annex H** of the RFP.
 - 7) Joint Venture Form: - in the case of a joint venture formation for the purposes of this RFP, a form shall be completed and signed in which each JV partner shall accept joint and all liabilities for the execution of the contract and give a mandate to the leading party to sign the contract on behalf of the JV. Please use the form attached hereto as **Annex I – Joint Venture Form**.
- (b) The **financial component** shall include, but not necessarily be limited to, the following documents:
- 1) Financial Proposal submission form: - wherein the Offeror's authorized representative affirms the following:
 - (a) a summary of the price in words and figures; and
 - (b) the period of its validity.
 - 2) Price breakdown: - wherein the Offeror shall provide itemized breakdown of the price for all the services to be provided.
 - 3) Schedule of payments: - proposed schedule of payment must be expressed by the Offeror, and payment will be made by UNOPS in the currency of the proposal. The payment schedule must be linked to the delivery of the outputs specified in your technical component.
Please use the form attached hereto as **Annex F – Financial Proposal Submission Form**.

Financial Aspects

- 4.4 **Remuneration for preparation of proposal**: The cost of preparing a proposal and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment. UNOPS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation process.
- 4.5 **Proposal validity**: Proposals must remain valid for **90 (Ninety) days** from the deadline for submission of proposals. UNOPS will make its best effort to select a firm/institution within this period.
- 4.6 **Proposal currency**: The financial component shall be presented in United States Dollars (USD).
- 4.7 **Duties and taxes**: UNOPS is a tax exempt entity. Proposals must be submitted net of any direct taxes or customs duties.

5 Submission of Proposals

- 5.1. **Submission of proposals**: Your proposal shall be submitted by the deadline specified in Proposal Data Sheet (Section I) using one of the following methods:
 - (a) **Mail/courier/personal delivery**: Your proposal shall be prepared in duplicate with one marked "Original" and the other marked "Copy" and shall be submitted in one outer sealed envelope. In the event of any discrepancy between original and copy, the original shall

govern. Furthermore, the "Original" and "Copy" of your proposal shall contain two inner envelopes each. The first inner envelope shall be marked "Technical proposal" and contain all required technical documents as specified in clause 4.3 (a). The second inner envelope shall be marked "Financial Proposal" and shall include all required financial documents as specified in clause 4.3 (b). Proposals shall be delivered to the address specified below:

United Nations Office for Project Services (UNOPS)
Afghanistan Operational Hub (AFOH)
UNOCA Compound, Jalalabad Road,
Kabul, Afghanistan
Attn.: Chairperson of Bid Opening Committee

Each envelope shall bear the following marking:

Proposal for: Provision of Backup Internet Connection for UNOPS Afghanistan
Project: Multiple Projects
Case No.: UNOPS-AFG-RFP-015-006
Content: *Technical/Financial Proposal (Original/Copy)* [delete the unwanted option]
From: *Name and address of the Offeror*

Offerors should use recycled paper for all printed and photocopied documents related to the submission of this proposal and fulfilment of the resulting contract and shall, whenever practicable, use both sides of the paper. Offerors are encouraged to use green alternatives to bind their proposals instead of binders.

- (b) **E-mail:** Your proposal shall be submitted by e-mail to the following secure e-mail: pmaf@unops.org by the submission deadline. Technical and financial proposals shall be submitted in separate e-mails with the subject lines indicating RFP reference, Offeror's name and a description of the proposal (e.g. RFP No.: UNOPS-AFG-RFP-015-006 - Name of Offeror – TECHNICAL/FINANCIAL PROPOSAL). Both e-mails' text bodies shall indicate the name and address of the Offeror. The e-mail with Technical Proposal shall not contain any pricing information nor shall the financial email contain any components of the technical proposal.

In order to avoid last minute line congestion, UNOPS recommends that e-mail submissions are sent as early as possible before the deadline. The receipt time stamp for e-mail submissions shall be the date and time when the submission has been received in the dedicated UNOPS inbox. UNOPS shall not be responsible for any delays caused by network problems etc. It is the sole responsibility of the Offerors to ensure that their Proposal is received by UNOPS in the dedicated inbox on or before the prescribed tender deadline.

Proposals submitted to any e-mail other than specified above will be rejected and not considered for evaluation. E-mail submissions sent via the correct route after having been sent incorrectly will be declared invalid. Size of individual e-mails, including e-mail text and attachments, must not exceed 8 MB. If the size of the email is likely to exceed 8 MB, please send the required Bidding Documents via multiple emails and indicate the email number (email 1 of X, email 2 of X, etc.) in the subject field of each email in addition to RFP reference number.

- 5.2. Late submission of proposal:** Proposals and modifications to proposals received after the deadline for submission of proposals will be rejected. It is the sole responsibility of the Offerors to ensure that their Proposal is received by UNOPS at the dedicated address or in the dedicated e-mail inbox on or before the prescribed tender deadline.

- 5.3. Modification to and withdrawal of proposal:** Prior to the deadline for submission of proposals, proposals may be modified by their Offeror. Modifications to proposals are to be submitted in the same manner as described in clause 5.1 above. At any time prior to the proposal submission deadline, proposals may be withdrawn by written notice or in person by the Offeror, or the Offeror's duly authorized representative.

Withdrawal of the submission after the deadline for the submission of proposals shall not be honoured, and in such cases UNOPS shall open and evaluate the offers together with the other

offers received. If the supplier has furnished a proposal security, UNOPS shall withhold such security until the issue has been resolved.

- 5.4. Alternative proposals:** Offerors shall submit a proposal in accordance with the requirements of the RFP. If an Offeror wishes to submit an alternative proposal, the proposal shall not derogate from the requirements of the RFP. An alternative proposal shall give full details necessary for its complete evaluation and include all documents and information required as specified in the RFP. In addition, the alternative proposal shall include a demonstration of the benefit of the alternative solution over the conforming solution, including quantifiable justification of any economic and/or technical advantage.
- 5.5. Confidentiality of proposal:** If the Offeror wishes to restrict disclosure and/or use of the data included in a proposal for any purpose other than evaluation, a statement to that effect must be included in the proposal. However, no such restrictions shall apply if the Offeror is issued a contract.

6 Evaluation of Proposals

- 6.1. Preliminary examination:** Prior to the detailed evaluation of each proposal UNOPS will undertake a preliminary examination and proposals will not be considered for further evaluation in cases where:
- they are incomplete, i.e. do not include all required documents as specified in Section 3: Instructions to Offerors, clause 4.3: Content of proposal;
 - Alterations have been made in the wording of the Proposal submission form and other contract forming documents, key portions of the original proposal are not signed, stamped and dated by the authorized company representative.
 - The validity of the proposal is not in accordance with the requirements of the RFP as specified in Section 3: Instructions to Offerors, clause 4.5: Proposal validity;
 - For submissions by mail/courier/personal delivery - technical and financial documents have not been submitted in separate sealed envelopes and/or pricing information is included in the technical proposal envelope.
 - For submissions by e-mail - technical and financial documents have not been submitted in separate emails and/or pricing information is included in the technical proposal email.
- 6.2. Clarification of proposals:** To assist in the examination and evaluation of proposals, UNOPS may at its discretion, ask the Offeror for clarification of its proposal. The request for clarification and the response shall be in writing and no change in price or substance of the proposal shall be sought, offered or permitted.
- 6.3. Mandatory/pre-qualification criteria:** The mandatory requirements/pre-qualification criteria have been designed to assure that, to the degree possible in the initial phase of the evaluation process, only those Offerors with sufficient experience, financial strength and stability, demonstrable technical knowledge, evident ability to satisfy UNOPS requirements and superior customer references for supplying the services envisioned in this RFP will qualify for further consideration.
- 6.4.** Offerors will receive a pass/fail rating in the mandatory requirements/pre-qualification criteria section. In order to be considered for Technical Evaluation, offerors must meet all the mandatory requirements/pre-qualification criteria described in this RFP including acceptance of UNOPS General Conditions of Contract and the UNOPS Contract Form included in this RFP.
- 6.5. Evaluation criteria:** A two-stage procedure will be utilized in evaluating the proposals, with evaluation of the technical proposals being completed prior to any Financial Proposal being opened and compared. The total number of points which a firm/institution may obtain for its proposal is as follows:
- | | |
|-------------------------|------------|
| Technical proposal: | 120 points |
| Financial proposal: | 80 points |
| Total number of points: | 200 points |

(1) STAGE ONE: Evaluation of Technical Proposals

The technical proposal is evaluated on the basis of its responsiveness to the TOR. The quality of each technical proposal will be evaluated in accordance with the following technical evaluation criteria and the associated weighting (total possible value of 180 points):

No.	Description	Max points
	Overall Total	120
A.	Offeror's qualification and expertise including capacity and experience in performing the required services (1+2+3+4+5)	40
1.	Brief Description of Firm	5
1.1	Brief description of the organization, including the year and country of incorporation, types of activities undertaken, and approximate annual billings.	5
2.	Litigation and Arbitration History	3
2.1	Reference to any history of litigation and arbitration firm has been involved: Ongoing – disqualification Older than 1 year – 1 point Older than 2 years – 2 points Older than 3 years (or no litigation) – 3 points	3
3.	General Organizational Capability	15
3.1	Corporate capability and organizational structure for execution of the services	5
3.2	Resource intended to provide Help Desk services on a 24/7 basis in English	5
3.3	Demonstration of competitive advantage of the firm and Customer Relationship Management for ensuring the timeliness and quality of services	5
4.	Relevance of specialized knowledge and experience	10
4.1	3 references for current business that are relevant to the services described in the TOR. If a joint proposal, references must be from sources that are familiar with joint service model.	5
4.2	Recent experience on services of a similar nature, including experience with other UN organizations and other similar public-sector international organizations (WB, EU, Embassies, International NGOs etc.)	5
5.	Quality Assurance Procedures, Risk and Mitigation Measures	7
5.1	Certificate(s) for accreditation of processes (e.g. ISO etc.) and description of Quality Assurance mechanism(s) in place for ensuring that services of the firm comply to industry standards	4
5.2	Description of Risk Mitigation measures in place for ensuring uninterrupted services of the firm to its clients	3

B.	Proposed Approach and Methodology for performing the required services (6+7+8)	60
6.	Understanding of the requirement	13
6.1	Is the conceptual framework adopted appropriate for the services, including any proposed comments, modifications or assumptions made to the TOR?	4
6.2	Is the presentation clear and is the sequence of activities and the planning logical, realistic and promise efficient implementation to the services?	3
6.3	Are the risks and assumptions affecting the execution of the services, inclusive of any comments to the support services to be provided by UNOPS to the Consultant for the execution of the services, addressed with the sufficient level of details?	3
6.4	Are there any innovations including workable suggestions that could improve the quality/effectiveness of the services?	3
7.	Approach and Methodology	35
7.1	Description of the Offeror's approach, methodology, and timelines for meeting or exceeding the requirements of the Terms of Reference	10
7.2	Details how the different service elements shall be organized, controlled and delivered	10
7.3	Details of the firm's capability in providing Microwave internet connection with 2 redundant path backup as specified in the Terms of Reference	10
7.4	Identify any gaps based on the information provided.	5
8.	Management of Deliverables and Reporting	12
8.1	Description of risk assessment/mitigation processes and risk mitigation tools; how they shall be adopted and used for a specific requirement	3
8.2	Description of available performance monitoring and evaluation mechanisms and tools; how they shall be adopted and used for a specific requirement.	3
8.3	Description of available QA/QC mechanisms and tools; how they shall be adopted and used for a specific requirement	3
8.4	Description of available reporting mechanisms and tools; how they shall be adopted and used for a specific requirement	3
C.	Qualifications and competences of key personnel proposed for the execution of services (9)	20
9.	Composition and structure of the team proposed for the execution of the services	20
9.1	<p>The composition of the team which you would propose to provide in the country of assignment and/or at the home office, and the work tasks (including Project Manager) which would be assigned.</p> <ul style="list-style-type: none"> The curriculum vitae of the Project Manager shall be included in your technical proposal members of the team. An organigram illustrating the reporting lines, together with a description of such organization of the team structure, should support your proposal. 	20

A proposal shall be rejected at this stage if it fails to achieve the minimum technical threshold of [70%] of the obtainable score of 60 points for the technical proposal.

(2) STAGE TWO: Evaluation of Financial Proposals

- (a) The financial proposals will be opened only for those Offerors whose technical proposal meets the minimum technical threshold of **70% (84 Points)** of the obtainable **120 points** for the technical proposal.
- (b) Proposals scoring the above threshold shall be checked for any arithmetic errors in computation and summation. Any arithmetical errors are corrected without prejudice to the Offeror as follows:
- where there is a discrepancy between the unit rate and the total amount derived from the multiplication of the unit rate by the corresponding quantity, the unit rate shall prevail and the total amount shall be corrected, unless in the opinion of UNOPS there is an obvious error in the unit rate, in which event the total amount as quoted shall prevail and the unit rate shall be corrected.
 - If there is a discrepancy between words and figures the amount in words will prevail. Amounts corrected in this way shall be binding on the Offeror. If the Offeror does not accept them, its proposal shall be rejected.
- (c) If quoted in a currency other than United States Dollars (USD), for comparison and evaluation purposes, UNOPS will convert the proposal amount into USD at the official UN rate of exchange in force at the proposal submission date.
- (d) The maximum number of points for the financial component is **80 points**. This maximum number of points will be allocated to the lowest Financial Proposal. All other Financial Proposals will receive points in inverse proportion according to the following formula:

$$\text{Points for proposal being evaluated} = \frac{\text{Lowest price}}{\text{Price of proposal being evaluated}} \times \text{Maximum number of points}$$

Example: Offeror A's price of USD 10.00 is the lowest. Offeror A receives 80 points.
Offeror B's price is \$20.00. Offeror B receives $(\$10.00/\$20.00) \times 80 = 40$ points.

(3) STAGE THREE: Identification of the winning offer:

A total score obtained including both technical and financial proposals is calculated for each offer. The offer obtaining the overall highest score is the winning offer. This offer is considered to be the most responsive to the needs of UNOPS and activity concerned.

- 6.6. Evaluation of lots:** If services/works are divided into multiple lots, evaluation will be made based on responsiveness to requirements of each lot and the total cost of each lot, taking into consideration the possibility of UNOPS contracting separately for each lot.
- 6.7. Interview:** After having established its written provisional conclusions but before concluding the evaluation, UNOPS may interview the Offeror presenting the overall best proposal (technical and financial) with the objective of verifying the information provided in the Offeror's proposal. The date and time of any such interview will be confirmed and notified to the Offeror in advance. If the interview proves that the Offeror is not able to stand by his/her proposal, the offer will be rejected, and a new interview be conducted with the Offeror presenting the next best offer. All Offerors interviewed will be forwarded with the same requirements.
- 6.8. Background check:** After completion of the evaluation but prior to award, UNOPS reserves the right to conduct background checks of Offerors' firms and to reject Offerors not deemed to have the capacity to perform the contract to the satisfaction of UNOPS. Offerors shall permit UNOPS representatives to access their facilities at any reasonable time to inspect the Offeror's premises.
- 6.9. Negotiations:** UNOPS may enter into contract negotiations with the firm/institution obtaining the highest overall score after adding the score of the technical proposal and the financial proposal. Such negotiations do not constitute an award of contract.

7 Award of Contract

Award criteria: A contract may be awarded to the Offeror whose proposal obtained the overall highest score and found to have the capacity to perform the contract to the satisfaction of UNOPS following the interview and background check processes. Should negotiations have been entered into, award is also subject to completion of successful negotiations.

Notwithstanding the above, UNOPS reserves the right to accept or reject any proposal, and to cancel the solicitation process and reject all proposals, at any time prior to the award of contract, without thereby incurring any liability to the affected Offeror or Offerors or any obligation to inform the affected Offeror or Offerors of the grounds for UNOPS action.

- 7.1. **Notification of award:** Prior to the expiration of the period of proposal validity UNOPS will notify the successful Offeror in writing by email or letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Please note that the Offeror will be required to complete registration on the UNGM prior to the signature and finalization of the contract.
- 7.2. **Signing of contract:** At the same time as UNOPS notifies a successful Offeror that its proposal has been accepted, UNOPS will invite the Offeror, provided the Offeror is successfully registered on the UNGM, to sign the final version of the Contract Form provided in the solicitation documents, incorporating all agreements between the parties. In case the Contract has been sent to the successful Offeror by mail or electronically, within 7 days of receipt of the Contract, the successful Offeror shall sign, date, and return it to UNOPS.
- 7.3. **Performance Security:** Within 10 (Ten) days of receipt of the Contract from UNOPS, the successful Offeror, if required, shall furnish the Performance Security using for that purpose the Performance Security Form included in the RFP or another Form acceptable to UNOPS.

Failure of the successful Offeror to submit the above-mentioned Performance Security or sign the Contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the Proposal Security. In that event UNOPS may award the Contract to the next highest scored Offeror, who is determined by UNOPS to be qualified to perform the Contract satisfactorily.
- 7.4. **Publication of Contract Award:** UNOPS shall publish in [UNOPS website](#) the following information: the Contract Number, the Date, the Description of the Goods/Services procured; the Supplier Name and Country; the Beneficiary Country and the Contract Value. After publication of the award, unsuccessful Offerors may request in writing to UNOPS for a debriefing seeking explanations on the grounds on which their bids were not selected. UNOPS shall promptly respond in writing to any unsuccessful Offeror who, after Publication of contract award, requests a debriefing.

8 Payment terms

- 8.1. **Time of payment:** UNOPS' general policy is to pay for the performance of contractual services rendered or to effect payment upon the achievement of specific milestones described in the contract. UNOPS shall effect payments to the Consultant after acceptance by UNOPS of the invoices submitted by the Consultant, upon achievement of the corresponding milestones. UNOPS will normally effect payment within 30 days after receipt of such invoices and payment documentation, and acceptance of corresponding deliverables.
- 8.2. **Letter of credit:** UNOPS will not provide Letters of Credit to cover payment obligations.
- 8.3. **Currency of payment:** Payment will be made in the currency in which the Long-term Agreement is issued.
- 8.4. **Advance payment:** UNOPS' policy is not to grant advance payments, except in unusual situations where the potential Consultant specifies in the proposal that there are special circumstances warranting an advance payment. UNOPS, at its discretion, may however determine that such payment is not warranted or determine the conditions under which such payment would be made.

In any case where an advance payment for USD 100,000 or more is requested and subsequently approved, UNOPS will require a bank guarantee or other suitable security arrangement. UNOPS may also require a security for advance payment below USD 100,000.

Any request for an advance payment is to be justified and documented and must be submitted with the financial proposal. This justification shall explain the need for the advance payment, itemize the amount requested and provide a time-schedule for utilization of said amount. In addition, Offerors must submit documentation regarding their financial status - e.g. audited financial statements at 31 December of the previous year and include this documentation with their financial proposal. Further information may be requested by UNOPS at the time of finalizing the contract negotiations with the selected Offeror.

Request for Proposal for the Provision of Backup Internet Connection for UNOPS Afghanistan

RFP No.: UNOPS-AFG-RFP-015-006

Section 4: Terms of Reference

1. BACKGROUND AND JUSTIFICATION

The UN Office for Project Services was set up under UN General Assembly decision GA/48/501 and became a separate self-financing entity within the UN system on 1st January 1995. UNOPS' governing body, the Executive Board, has mandated UNOPS to support United Nations agencies, funds and programmes, International Financial Institutions, governments and non-governmental organizations with the implementation of their programmes.

2. OBJECTIVE

UNOPS is now looking for suitably qualified and experienced company (hereinafter referred to as "Consultant"), which shall furnish all the technical and administrative support, human resources, materials and equipment necessary for the provision of backup internet connection for UNOPS in Kabul – Afghanistan (hereinafter referred to as "Services").

3. MINIMUM QUALIFICATIONS REQUIREMENTS FOR THE CONSULTANT

UNOPS intends to sign a Contract for Professional Services (hereinafter referred as "Contract") for the provision of services under consideration with an Offeror that shall possess the following qualifications and whose proposal shall best meet the requirements, as set out in this Terms of Reference:

- (a) Sound general organizational capability and demonstrated ability to provide the services under consideration.

The following statistical data will have to be provided:

- Key clients and their contact details (to be contacted for reference checks);
- Company's organogram with details of qualifications of management staff;
- Number of technical and support personnel in the existing database of the Offeror;

- (b) Litigation and arbitration history of the Offeror does not bear any potential reputational or other risks for UNOPS or other United Nations organizations and specialized agencies.

The Consultant shall provide information with a sufficient level of detail with regards to any suits and arbitral proceedings in which the Consultant was involved for a time period of 3 years prior to the date of the release of this RFP.

- (c) Financial indicators prove Offeror's long term sustainability and possession of sufficiently sound financial position to ensure it can meet its financial commitments under the Agreement.

The following documents will have to be provided:

- Audited financial statements for a time period of 3 years prior to the date of the release of this RFP;
- Proof of tax payments for a time period of 3 years prior to the date of the release of this RFP.

- (d) Relevant specialized knowledge and capacity.

The following information will have to be provided:

- Information about existing recruitment and personnel management systems;
- Information about automated tools used for Payroll and HR management;
- Quality control and quality assurance mechanisms and SOPs;

- *Performance evaluation methodology for the deployed technical and administrative personnel;*
- (e) Experience in similar programme/project(s).
The following statistical data will have to be provided:
 - *Number, value and duration of contracts for similar services over the last 3 years accomplished for UN and other international organisations;*
 - *Geographical location of the premises where the company's services have been rendered;*
- (f) Have suitable solutions for the provision of internet backup connection.
The following information will have to be provided:
 - *information about the backbone of the internet*
 - *Information about Service Level Agreement (availability of the link)*
 - *Online traffic and usage monitoring tools made available to UNOPS.*
 - *Information about delay response*
 - *Information about BER (Bit Error Rate)*
 - *Information about Technical Architecture*

4. UNOPS's Responsibilities:

- (a) UNOPS is responsible for the correctness of the information and requirements provided to the Consultant.
- (b) UNOPS will obtain the necessary permission for undertaking the installation of equipment in the vicinity and inside UNOCA compound.
- (c) UNOPS will be responsible for the provision of suitable electric power at the end point of the ANS equipment. Any service outage periods due to the lack of electrical power to the UPS will not be considered when assessing the service availability.
- (d) UNOPS will bear the responsibility for ensuring adequate electrical grounding/lightening protection in accordance with recommendations pointed out by the Consultant during installation and or maintenance missions.
- (e) UNOPS will sign off the project and full payment after equipment and installation and provision of internet services accepted by ICT team the one-time cost only.
- (f) UNOPS will pay the monthly recurring charges by end of each month after delivery of the services.

5. Offeror's Responsibilities

- (a) All of the administrative and logistics support involved with the installation and maintenance of the Microwave connectivity will be the responsibility of the Consultant.
- (b) The Consultant shall bear the sole responsibility for any and all sub-contractual arrangements required to fulfil the contract.
- (c) The Consultant shall be responsible for the procurement of all component parts and ancillary materials required to establish the network and their shipment to the installation site.
- (d) Upon completion of the installation works all the settings of the equipment will be recorded on the site report by the Consultant. UNOPS representative will be required to sign off on the work performed at the site.
- (e) The Consultant shall be responsible for directly billing the UNOPS Office for payment. In the event of any delays in the bidder receiving the payment.
- (f) The Consultant is responsible for ensuring that all necessary items are appropriately insured against all risks including damage caused by fire, flood and lightning strikes in respect of its property and any equipment used in the execution of the service.

6. Location for the services:

UNOPS Afghanistan, UNOCA Compound, Jalalabad Road, Kabul, Afghanistan.

7. Duration of the services:

UNOPS intend to enter into a Contract for initial term of 14 (Fourteen) months i.e. November 2015 through December 2016 with an option for further extension for up to 24 months at UNOPS discretion at the same terms and conditions initially established in the Contract.

8. Scope and conditions for the services:

- (a) The Consultant shall supply all the necessary Microwave equipment and accessories and Ethernet Interfaces to provide the required speed and quality of internet connectivity.
- (b) The Consultant shall undertake all the necessary works for the Microwave connectivity of UNOPS Office with the Consultant's Microwave backbone network to provide the required speed and quality of internet connectivity.
- (c) The Consultant shall make sure that its internet services are NOT on AFTEL fiber backbone Pakistan route.
- (d) The Consultant shall guarantee that its internet services shall have primary path either on Microwave backbone or fiber backup through Uzbekistan route always.
- (e) The connection last end point will be UNOPS main router using Ethernet Interfaces cable.
- (f) UNOPS shall not be responsible for any civil works that are required in site, works internal to the buildings, connectors, patch panels, extension cords etc.
- (g) The Consultant shall guarantee internet service 24h/24h and 7/7 days with a service downtime not exceeding 10 minutes per incidence, and not exceeding in annum the average network unavailability of 1%, i.e. Average Network Availability per annum shall not be less than 99%.
- (h) The Consultant shall have the logistical infrastructure for the delivery of the service and an assigned technical repair team, capable of a rapid intervention within a maximum of 24 to 48 hours from time of breakdown.

9. Required conditions for the provision of the bandwidth:

#	Description	Remarks
1	Internet Bandwidth	15 Mbps dedicated and unlimited internet services with primary route on Microwave backbone.
2	Connectivity	Microwave with 2 redundant path backup, or Microwave with non-Pakistan fiber route.
3	Service Level Agreement (SLA)	At least 99% availability
4	Public IP address	A total of 5 Public IPs (minimum)
5	Number of Subnets	1 subnets with 5 IPs usable
6	Monitoring	Online traffic and usage monitoring tools made available to UNOPS.
7	Equipment	Point to Point with and Ethernet interface including all necessary accessories to provide the required speed and quality of internet connectivity.
8	Other requirements:	<ul style="list-style-type: none"> - Worldwide reachability - Support Managed VPN Services - Supporting Video Conference - VoIP Telephone support. - Dedicated Bandwidth Managed by UNOPS ICT. - No Proxy or cache engine.
9	TTL	250ms Maximum www.unops.org
10	Delay response	Not over 10 seconds
11	Jitter [shall be defined for Real-Time Class of Service] (It is a measure of the	The Hourly Hub-to-Site Jitter shall be less than or equal to 60ms, provided that the connectivity link is not congested by UNOPS.

	change in timing between arriving IP-packets).	
12	BER (Bit Error Rate) [measurements are used to determine the quality of a telecommunication link].	The BER value shall be 10E-7 or better.
13	Technical Architecture	With Primary internet services on Microwave backbone via Path one, with backup route to Path number 2 different fiber/microwave route. Internet services route shall not be on Pakistan Torkham AFTEL fiber backbone.

10. Maintenance conditions:

#	Requirements for facility management and operations	Mandatory	Optional
1	Availability of Help Desk on a 24/7 basis in English, including escalation possibility to Tier 2 technical expertise, if necessary.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
2	The network monitoring system (NMS) proposed shall be comprehensive in nature and be capable of monitoring and managing all the remote components in the system from a central location.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
3	Access to interface that allows UNOPS to check technical parameters for each site (link utilization, latency).	<input checked="" type="checkbox"/>	<input type="checkbox"/>
4	Monthly statistics on the use of the network at the hub and the remote sites shall be available in order to optimize the network.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5	The proposal shall indicate clear trouble ticketing procedures and escalation procedures.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
6	The Mean Time To Arrive (MTTA) for engineer to the UNOPS site after fault diagnosis shall be 1 day maximum during the working days (Saturday to Wednesday) and 2 days maximum during the week-end (Thursday - Friday).	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Request for Proposal for the Provision of Backup Internet Connection for UNOPS Afghanistan

RFP No.: UNOPS-AFG-RFP-015-006

Section 5: UNOPS GCC for Professional Services

In the event of signing an Agreement, the UNOPS GCC for Professional Services available at: <https://www.unops.org/SiteCollectionDocuments/Procurement/GCCs%20For%20Professional%20Services.pdf> will apply. If your company is unable to access the document, please send an email request to: Abdulry@unops.org and the UNOPS GCC for Professional Services will be sent to you electronically.

Request for Proposal for the Provision of Backup Internet Connection for UNOPS Afghanistan

RFP No.: UNOPS-AFG-RFP-015-006

Section 6: UNOPS Contract Form

Based on the results of this formal solicitation process UNOPS intends to enter into a Contract for Professional Services with the successful Offeror. Model Contract for Professional Services that shall be used for the engagement of the Consultant can be accessed here:

<https://www.unops.org/ApplyBO/File.aspx/UNOPS%20Contract%20Form.pdf?AttachmentID=d1769a24-ee01-4bc2-85de-18d779e67f66>

If you are unable to access the document, please send an email request to: Abdulry@unops.org and the Model LTA will be sent to you electronically.

Request for Proposal for the Provision of Backup Internet Connection for UNOPS Afghanistan

RFP No.: UNOPS-AFG-RFP-015-006

Annexes – Returnable RFP forms

Prospective Offerors must use the returnable RFP forms for the submission of their proposals. Failure to do so may result in non-consideration of your proposal by UNOPS. Returnable RFP forms are included in the following annexes:

Annex A	Proposal/no proposal confirmation form
Annex B	Check List Form
Annex C	Proposal submission form
Annex D	Eligibility and Qualifications form
Annex E	Technical Proposal submission form
Annex F	Financial Proposal submission form
Annex G	UNGM Vendor registration form
Annex H	Format for Resume of Proposed Key Personnel
Annex I	Joint Venture Form

The editable version of the returnable RFP forms can be accessed here:

<https://www.unops.org/ApplyBO/File.aspx/Rerutnable%20Forms%20UNOPS%20AFG%20RFP%20015%200006.docx?AttachmentID=c34374ba-c1dc-4325-9172-0d02a2d76d4b>

If you are unable to access the returnable RFP forms through the above link, please send an email request to: Abdulry@unops.org and the forms will be sent to you electronically.



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