



Date: 27 May 2020

REQUEST FOR QUOTATION RFQ N° UNFPA/BKK/RFQ/2020/003

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

“The Provision of Internet Leased Line Service”

UNFPA APRO is looking for the Internet service providers for the provision of the ‘Provision of Internet Leased Line Service’. Details of the required services and the selection criteria can be found from the below Terms of Reference (TOR).

This Request for Quotation is open to all legally-constituted companies that can provide the requested products/services and have legal capacity to deliver the goods/perform the service to The United Nations Population Fund Asia and Pacific Regional Office (UNFPA APRO), 4th Floor United Nations Service Building, Rajdamnern Nok Avenue, Bangkok, 10200 Thailand.

I. About UNFPA

UNFPA, the United Nations Population Fund (UNFPA), is an international development agency that works to deliver a world where every pregnancy is wanted, every child birth is safe and every young person’s potential is fulfilled.

UNFPA is the lead UN agency that expands the possibilities for women and young people to lead healthy sexual and reproductive lives. To read more about UNFPA, please go to: [UNFPA about us](#)

II. Specific Requirements

Background

United Nations Population Fund, Asia and the Pacific Regional Office in Bangkok (UNFPA APRO) is one of the UN agencies with the office located at the UN Building, Rajdamnern Nok Avenue, Bangkok. There are around 60-70 staff members working for UNFPA APRO. Due to the nature of work which communication is the key factor of success, the Internet Leased Line Service is required.

Objectives

UNFPA APRO therefore is looking for the Internet service providers as per below details;

Terms of Reference (TOR) for the Internet Leased Line Service Provider with the below qualifications:

Technical requirements

1. The ISP shall provide Internet bandwidth options: 50, 80, 100 and 200Mbps (Symmetric Up/Down links). And UNFPA can choose independently any primary and secondary ISP for the purpose of redundancy to be a backup of the primary internet link or for simultaneous use of

several ISPs. In a rare case of a single qualified ISP, if the ISP is able to demonstrate that its infrastructure is fully redundant (separate media, data centers and other infrastructure), it may be considered as a qualified bidder.

2. The two leased lines are traffic-independent flat fee, unlimited usage time, without any further restrictions of use (i.e. proxy, firewall, filtering servers and etc.).
3. The internet bandwidth must be a dedicated line, not shared with other customers (share ratio 1:1).
4. The ISP must divide the internet connection into two separate fiber optic media for redundancy purposes.
5. The ISP must terminate connections in the Data Center or Server Room with Ethernet handover and equip all necessary link related equipment in the corresponding Data Center/Server Room.
6. The ISP must handle all aspects of the services, including ordering and commissioning leased lines connections.
7. The ISP must provide the provision of real-time MRTG tool daily, weekly, monthly and yearly utilization graphs with domestic, international and total bandwidth usage which can be used to monitor network condition against the SLA.
8. The ISP must also be the sole technical contact for smooth operations of the services.
9. The ISP must provide the spare part of the entire leased link related equipment and onsite engineer without charge in case of the leased link hardware failure at UNFPA.
10. The ISP must provide public DNS service which allows cross ISP quarries.
11. The ISP must provide necessary support and collaboration to assist UNFPA optimize the utilization of its Internet bandwidth. Not limited to just technical work, may require working with third party vendors.
12. The ISP must have alternate International routes from more than one International Internet providers and must be able to route to the best path performance in case one International Internet provider has service interruption or poor performance.
13. The ISP must provide at least TWO of 16 real IP subnets (/28) for UNFPA.
14. The ISP must include their proposed Service Level Agreement (SLA) terms and conditions that would be applicable to this engagement. **(Required the SLA document)**

Service Requirements

15. Regular price adjustment should be conducted every six months through informal quotations which are limited to vendors under LTA arrangement. Alternatively, the ISP may, periodically, offer higher bandwidth at similar prices offered earlier to reflect market rates.
16. Available of internet services:
 - a. The availability of the Internet Service for Leased Lines must be a minimum of 99.9% as measured over the period of a calendar month. (< 45 minutes downtime).
 - b. Failure to meet the service conditions specified in this TOR for network availability in particular month as mentioned at (a), subject to (c), will lead to the deduction of 5% of monthly fee of that month payable to the Supplier.
 - c. Failure mentioned in (b) include failure caused by the Supplier's network, and exclude:
 - i. Scheduled downtime for maintenance which must be communicated to UNFPA at least 5 days in advance.
 - ii. Failure cause by the User's Local Area Network or equipment
 - iii. Failure cause by disruption of other services used by the User which is not provided by the Supplier
 - iv. Failure resulting from any event of Force Majeure beyond the Supplier's control, act, omission or negligence.
17. Customer Service

- a. The ISP must have 24x7x365 technical assistance and/or helpdesk facilities.
- b. The ISP must inform the UNFPA via SMS or telephone within 15 minutes when a failed connection by the UNFPA is noticed due to failure of the ISP backbone network.
- c. The ISP must log the fault and keep the UNFPA informed of the progress until the problem is fixed and the network is back to normal operation.
- d. The ISP must ensure that the total planned downtime that affects business section customers will not exceed 5 times per year.
- e. The ISP is also responsible for contacting designated UNFPA contact points for both scheduled and unscheduled downtime.
- f. The ISP must ensure that the Estimated Time to Acknowledge (ETA) for scheduled and unscheduled downtime will not exceed one hour.

18. Mean Time to Repair:

- a. Definition: $MTTR = \text{Total Repair Hours in the Month} / \text{Number of Repair in the Month}$
- b. The ISP must ensure the MTTR per month will not exceed thirty (30) minutes.
- c. The ISP's failure to meet the MTTR will entitle the UNFPA to the following

MTTR per time per month	Liquidated Damage Charge (% of monthly fee, which will be deducted from ISP's eligible payment)
30 minutes or less	0%
30 minutes – less than 2 hours	2%
2 hours – less than 24 hours	5%
24 hours – less than 48 hours	7%
48 hours or more	10%

19. Bidders are requested to state realistic lead times since UNFPA shall monitor and measure delivery performance in comparison with guaranteed minimum lead time indicated in this Bid. A maximum lead time of 3 weeks is required.

III. Questions

Questions or requests for further clarifications should be submitted in writing to the contact person below:

Name of contact person at UNFPA:	<i>Ms. Jarintorn Kiatniyomrung</i>
Tel N°:	+66 2 687 0159
Email address of contact person:	<u>kiatniyomrung@unfpa.org</u>

The deadline for submission of questions is Friday 12th June 2020 at 17:00 hours, Bangkok time.
Questions will be answered in writing and shared with all parties as soon as possible after this

IV. Content of quotations

Quotations should be submitted in a single e-mail whenever possible, depending on file size.
Quotations must contain:

a) Technical proposal, in response to the requirements outlined in the service requirements /TORs.

The Technical Bid should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

1. In their technical proposals, the service provider shall provide brief description of the firm and the firm's qualifications: providing information that will facilitate our evaluation of your firm/institution's substantive reliability, such as catalogues of the firm and financial and managerial capacity to provide the services including but not limited to detail experience with accreditations. Proposed Team Structure: The composition of the team that you would propose to provide to the assignment. An organogram/organization chart illustrating the reporting lines, together with a description of such organization of the team structure should support your Bid. A description of who will be assigned to the team.
2. List of proposed internet plan for one (1) year with the description of items included in the plan, the technical specification of the plan.
3. Copies of current certificates such as company registration certificate, VAT/Tax Registration Certificate and etc.

b) Price quotation, to be submitted strictly in accordance with the price quotation form.
Both parts of the quotation must be signed by the bidding company's relevant authority and submitted in PDF format.

V. Instructions for submission

Proposals should be prepared based on the guidelines set forth in Section IV above, along with a properly filled out and signed price quotation form, are to be sent by e-mail to Email address for bid submission at apro-procurement@unfpa.org no later than: **Friday 26th June 2020 at 17:00 hours, Bangkok time.**

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N° UNFPA/BKK/RFQ/2020/003 for 'The Provision of Internet Leased Line Service'**. Proposals

that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.

- The total e-mail size may not exceed **20 MB (including e-mail body, encoded attachments and headers)**. Where the technical details are in large electronic files, it is recommended that these be sent separately before the deadline.
- Any quotation submitted will be regarded as an offer by the bidder and does not constitute or imply the acceptance of any quotation by UNFPA. UNFPA is under no obligation to award a contract to any bidder as a result of this RFQ.

VI. Overview of Evaluation Process

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated and scored first, prior to the evaluation and scoring of price quotations

Technical Evaluation

Technical proposals will be evaluated based on their responsiveness to the service requirements /TORs listed in Section II and in accordance with the evaluation criteria below;

Technical Evaluation Criteria	
Quality of service plan	100 points
1. Number of international providers (15 points) (Google, Facebook, SingTel, GlobalNet, TATA, etc.) Only one = 0 point Two or Three = 5 points More than Three = 15 points	
2. Total ISP Domestic internet bandwidth (15 points) Less than 300Gbps = 0 point 300Gbps and above = 15 points	
3. Total ISP International internet bandwidth (15 points) Less than 100Gbps = 0 point 100Gbps and above = 15 points	
4. The ISP offers free of charge up-speed of doubling the current bandwidth being used by the UNFPA for 5 days per month. (15 points) Offers up-speed = 15 points No offers up-speed = 0 point	
5. Perform PING TEST to the following servers during 10:00 AM-11:00 AM on weekdays; www.unfpa.org www.myunfpa.org www.partneragencies.org (146.247.10.1)	

www.google.com www.docuSign.com 74.125.190.1 (Singapore Google Cloud Server) (20 Points) Less than 150ms = 20 points 151 – 300ms = 15 points 301 – 380ms = 10 points More than 381ms = 0 points	
6. Indicate 3 recognized reference customers with contact information (10 points)	
7. Other benefits for UNFPA (Training courses, Seminars, SMS server, etc.) (10 points)	

Financial Evaluation

Price quotes will be evaluated only for bidders whose technical proposals achieve a minimum score of 70 points out of 100 points in the technical evaluation.

Price quotes will be evaluated based on their responsiveness to the price quote form. The maximum number of points for the price quote is 100, which will be allocated to the lowest total price provided in the quotation. All other price quotes will receive points in inverse proportion according to the following formula:

$$\text{Financial Score} = \frac{\text{Lowest Bid (THB)}}{\text{Bid being Scored (THB)}} \times 100 \text{ (Maximum Score)}$$

Total score

The total score for each proposal will be the weighted sum of the technical score and the financial score. The maximum total score is 100 points

$$\text{Total Score} = 70\% \text{ Technical Score} + 30\% \text{ Financial Score}$$

VII. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award Long Term Agreements with duration of *one (1) year* with the possibility to extend for one year and another one year to the bidders whom obtain the highest and the second highest total score.

VIII. Right to Vary Requirements at Time of Award

UNFPA reserves the right at the time of award of contract to increase or decrease by up to 20% the volume of services specified in this RFQ without any change in unit prices or other terms and conditions.

IX. Payment Terms

UNFPA payment terms are net 30 days upon receipt of invoice and delivery/acceptance of the milestone deliverables linked to payment as specified in the contract.

X. Fraud and Corruption

UNFPA is committed to preventing, identifying, and addressing all acts of fraud against UNFPA, as well as against third parties involved in UNFPA activities. UNFPA's policy regarding fraud and corruption is available here: [Fraud Policy](#). Submission of a proposal implies that the Bidder is aware of this policy.

Suppliers, their subsidiaries, agents, intermediaries and principals must cooperate with the UNFPA Office of Audit and Investigations Services as well as with any other oversight entity authorized by the Executive Director and with the UNFPA Ethics Advisor as and when required. Such cooperation shall include, but not be limited to, the following: access to all employees, representatives agents and assignees of the vendor; as well as production of all documents requested, including financial records. Failure to fully cooperate with investigations will be considered sufficient grounds to allow UNFPA to repudiate and terminate the Agreement, and to debar and remove the supplier from UNFPA's list of registered suppliers.

A confidential Anti-Fraud Hotline is available to any Bidder to report suspicious fraudulent activities at [UNFPA Investigation Hotline](#).

XI. Zero Tolerance

UNFPA has adopted a zero-tolerance policy on gifts and hospitality. Suppliers are therefore requested not to send gifts or offer hospitality to UNFPA personnel. Further details on this policy are available here: [Zero Tolerance Policy](#).

XII. RFQ Protest

Bidder(s) perceiving that they have been unjustly or unfairly treated in connection with a solicitation, evaluation, or award of a contract may submit a complaint to the UNFPA Designated staff to receive procurement related complaints: Ms. Annette Sachs Robertson, Deputy Regional Director, UNFPA Asia and the Pacific Regional Office in Bangkok at robertson@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Designate Official, the supplier may contact the Chief, Procurement Services Branch at procurement@unfpa.org

XIII. Disclaimer

Should any of the links in this RFQ document be unavailable or inaccessible for any reason, bidders can contact the Procurement Officer in charge of the procurement to request for them to share a PDF version of such document(s).

PRICE QUOTATION FORM

Name of Bidder:	
Date of the quotation:	Click here to enter a date.
Request for quotation N°:	UNFPA/BKK/RFQ/2020/003
Currency of quotation :	THB
Delivery charges based on the following 2010 Incoterm:	Choose an item.
Validity of quotation: <i>(The quotation must be valid for a period of at least 3 months after the submission deadline)</i>	

- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.

Price Schedule to be submitted with this form:

Price schedule for Internet Leased Line Service

Table 1: Monthly recurring cost

S.N.	Bandwidth	Connection Quantity	Duration (Month)	Price of Leased Line per month in Thai Baht (THB)	Total Price in Thai Baht (THB)
1	50/50 Mbps				
2	80/80 Mbps				
3	100/100 Mbps				
4	200/200 Mbps				

Table 2: Installation and any other cost

S.N.	Description	Quantity	Unit	Price
1.	Installation Cost	1 Time	Lump sum	
2.	Other cost (if any please indicate details)	1 Time	Lump sum	
Subtotal Installation and other cost				



Vendor's Comments:

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed **RFQ UNFPA/BKK/RFQ/2020/003** including all annexes, amendments to the RFQ document (if applicable) and the responses provided by UNFPA on clarification questions from the prospective service providers. Further, the company accepts the General Conditions of Contract for UNFPA and we will abide by this quotation until it expires.

	Click here to enter a date.	
Name and title	Date and place	

ANNEX I
General Conditions of Contracts:
De Minimis Contracts

This Request for Quotation is subject to UNFPA's General Conditions of Contract: De Minimis Contracts, which are available in: [English](#), [Spanish](#) and [French](#)