

**REQUEST FOR QUOTES For  
Provision of Internet Services  
Issued by ActionAid Afghanistan  
Contact Person: Waheed Arif (Senior IT officer) 0796-228866**

Issue Date: 20 May 2019  
RFQ Number: AAA-2019-784  
RFQ Name: Provision of Internet Services  
Questions due by: May 20, 2019 by 16:00 hours (local time)  
Answers due by: May 25, 2019 by 16:00 hours (local time)  
Closing Date for Responses: June 06, 2019 by 16:30 hours (local time)

ActionAid Afghanistan is seeking written quotes from qualified Internet Service Providers (ISPs) for the provision of Internet Services for an international development organization as further described below. Please take the time to read and understand these sections as failure to respond fully may result in your submission being determined to be non-responsive and removed from further consideration.

Offers must be received in hardcopy, no later than June 06, 2019 by 16:30 hours (Local Time).

The quotation shall be placed in a sealed envelope (signed and stamped) and clearly marked **AAA-2019-784**, Provision of Internet Services". The hard copies of quotations shall be delivered to the ActionAid Afghanistan office located at:

Taimany  
Street No.: 11, House No. 1005, District No: 4  
Kabul, Afghanistan  
Contact#: +93 (0) 796 22 88 66 (Only for specifying office address)

ActionAid is a non-profit International Non-Governmental Organization working in more than 45 countries around the world with poor and excluded people for their rights and development. ActionAid is working in Afghanistan since 2002 providing humanitarian and development support to poor and marginalized sections of the society.

Offers should put forward their qualifications and price quote to support ActionAid Afghanistan in provision of Internet Services. As a result of this RFQ, ActionAid Afghanistan anticipates issuing a Vendor Contract.

**1. SCOPE OF WORK:**

ActionAid Afghanistan is seeking for a qualified Internet Service Provider (ISP) Company to provide Internet Services for ActionAid Office in Kabul, Afghanistan (Kindly refer to section#3 for full scope and requirements).

**2. ANTICIPATED PERIOD OF PERFORMANCE**

The anticipated period of performance for this scope is from 15<sup>th</sup> June 2019 up to 31<sup>st</sup> December 2019, with possible annual extension.

### 3. PRICE OFFER

Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis, including the equipment to be leased, service & maintenance costs and all other costs. Pricing must be presented in Afghani. Offers must remain valid for not less than 90 calendar days after the offer deadline. Offerors are requested to provide quotations on official letterhead or format.

In addition, Offered responding to this RFQ are requested to submit the following:

- Organizations responding to this RFQ are requested to submit a copy of their official registration or business license.
- Individuals responding to this RFQ are requested to submit a copy of their National Identification Card or passport.

#### 4.Evaluation PROCEDURES AND CRITERIA

The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and is determined via a trade-off analysis to be the best value based on application of the following evaluation criteria. The relative importance of each individual criterion is indicated by the number of points below:

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed “non-responsive” and thereby disqualified from consideration. ActionAid Afghanistan reserves the right to waive immaterial deficiencies at its discretion.

Best-offer quotations are requested. It is anticipated that award will be made solely on the basis of these original quotations. However, Actionaid Afghanistan reserves the right to conduct any of the following:

- Actionaid may conduct negotiations with and/or request clarifications from any offeror prior to award.
- While preference will be given to offerors who can address the full technical requirements of this RFQ,
- ActionAid may cancel this RFQ at any time.

#### INSTRUCTIONS ON SUBMISSION OF OFFERS

You are requested to submit signed and dated offers to the office specified in this solicitation at or before the exact time specified in this solicitation. Offerors must provide the following information:

- a. The solicitation/RFQ number;
- b. The name, addresses (street, email, other), and telephone number of the offeror;
- c. Brief qualifications of the ISP and its capacity to fulfill the technical specifications including corporate capabilities;
- d. Proof of eligibility to work and or registration in Afghanistan.
- e. e. Brief bios or CVs of key personnel assigned to undertake the work at ActionAid. Further interviews with key staff are likely to ascertain fit.
- f. Past performance information: include recent and relevant contacts for the same or similar services and other references (including relevant contract amount, duration of contract, points of contact with telephone numbers and email addresses);
- g. Official quotation/price offered
- h. “Remit to” address, if different than mailing address.

It is contemplated one firm fixed vendor contract will be awarded to the responsive Offeror whose offer has the highest evaluation score. ActionAid Afghanistan reserves the right to make an award based on initial submission. ActionAid Afghanistan reserves the right to make no award if it is determined that the offers submitted do not satisfy the needs of the organization. Offers shall be submitted via email or as hard copy and received no later than the closing date and time. Offers received after the specified time and date is considered late and will be included in the evaluation process only at the discretion of ActionAid Afghanistan. All written proposals submitted must be valid for a period of not less than ninety (90) calendar days from the stated closing date.

## 5. QUESTIONS AND REQUESTS FOR CLARIFICATIONS

Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than 16:00 hours on 30<sup>th</sup> March 2019 to Action Aid office. Questions must be in hard copy; phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that Action Aid Afghanistan believes may be of interest to other offers will be posted on ACBAR website as an amendment to the RFQ.

Only the written answers posted by Action Aid will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of Action Aid or any other entity should not be considered as an official response to any questions regarding this RFQ.

## 6. NOTIFICATION OF SELECTION

Prior to the expiration period of proposal validity, Action Aid Afghanistan will notify the offer who submitted the highest scoring proposal in writing by Email. Clarifications and revision of minor errors and omissions may be requested. Upon completion of either, offer may be required to submit a revised quote.

### Section 2: Offer Checklist

To assist offer in preparation of proposals, the following checklist summarizes the documentation to include an offer in response to this RFQ:

- Cover letter, signed by an authorized representative of the offeror (see Section 5 for template)
- A brief outline of the company, including:
  - a. Full legal name and address of the company or individual;
  - b. Full name of the legal representative (president or managing director) of the company (not applicable for individuals);
  - c. Year business was started or established.
- Technical Proposal as per the requirements of Section 3. (Scope of Work)
- Copy of offeror's registration or business license (Valid ISP license from Ministry of Communication and Information Technology, ATRA, AISA, etc.)
- Detailed description of past experiences providing similar services to international organizations, embassies and multinational corporations.
- Names, addresses, and telephone numbers of three business references and approval to contact the listed references. Counterpart reserves the right to request and check additional references.
- Official quotation/Price proposal (see Section 4 for example format)
- A copy of bank account information

### Section 3: Scope of Work & General Requirements

ActionAid is a non-profit International Non-Governmental Organization working in more than 45 countries around the world with poor and excluded people for their rights and development. ActionAid is working in Afghanistan since 2002 providing humanitarian and development support to poor and marginalized sections of the society.

Scope of Work for Internet Services: Internet services for ActionAid Afghanistan in Kabul with bandwidth of 20 Mbps upload and 20 Mbps download, 1:1 bandwidth dedicated ratio with 50% satellite backup in-case the internet is down.

#### **General requirements:**

- ❖ ISP should provide all equipment beyond Actionaid's firewall on free lease basis until the end of contract and its cost should be included as part of quotation.
- ❖ ISP should provide to Action Aid with a guaranteed 20 Mbps download and 20 Mbps upload, with 1:1 uncontended, uninterrupted dedicated ratio bandwidth.
- ❖ the bandwidth should be share between office and Guest House,
- ❖ The ISP should utilize a redundant fiber backbone links in their premises and have several different exits from Afghanistan to the public Internet. The ISP should detail the countries and the system to support this requirement.
- ❖ ISP should provide automatic failover as part of their redundant system. In the event of downtime, the ISP should be able to provide a VSAT backup link in their network for that limited time until the main link is up.
- ❖ ISP must be capable to of providing uncontended and unfiltered routing to the public Internet by means of ports/protocols/IPs/websites available on Internet.
- ❖ ISP is responsible to maintain the link fully operational during the period of contract and monitor the service 24/7. In the event of scheduled maintenance, at least 72 hours prior notice is required before the maintenance take place. The ISP will detail the checks to be conducted. In the event that the connection is down, and a field engineer needs to come on site to restore the faulty connection, ISP will make all reasonable efforts to restore service within 2 hours. The ISP will detail their plan to handle such events.
- ❖ ActionAid Afghanistan must be informed one month in advance before changing any public IP's and must provide approval in writing before any public IP can be changed.
- ❖ ISP to provide licensed microwave frequency that will not be susceptible to interference from military jammers. ISP will provide microwave license as described in the requirements part.
- ❖ ISP should provide access to ActionAid Afghanistan to real-time bandwidth graphs detailing utilization of the microwave link (Provide MRTG online graph).
- ❖ Provide at least 4 public IPs.
- ❖ ISP to provide reliable, stable internet connectivity with latency of no more than 150ms, in case of regular problem or downtime from ISP site, ActionAid will calculate and deduct some amount from the monthly charges.

Technical Proposal Format and Content: The offeror shall structure the Technical Proposal to meet the evaluation criteria, as follows:

Expertise of Firm/Organization – this section should provide details regarding management structure of the organization, organizational capability/resources, and experience of organization/firm, the list of projects/contracts (both completed and ongoing) which are related or similar in nature to the requirements of the RFQ.

Proposed Methodology, Approach and Implementation Plan – this section should demonstrate the Proposer's response to the Terms of Reference by identifying the specific components proposed, how the requirements shall be addressed, as specified, point by point; providing a detailed description of the essential performance characteristics proposed; identifying the works/portions of the work that will be subcontracted; and demonstrating how the proposed methodology meets or exceeds the specifications, while ensuring appropriateness of the approach to the local conditions and the rest of the project operating environment.

#### Section 4: Official quotation/Price proposal

The table below contains the technical requirements of the services. Offerors are requested to provide quotations containing the information below on official letterhead or official quotation format.

- The quotation should include all associated costs for the internet (i.e. cost for any equipment beyond ActionAid's firewall, maintenance costs, etc.)
- **Government taxation of the ISP sector**

#### Section 5: Offer Cover Letter

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:

To: ActionAid Afghanistan  
Taimany, Street#11, House#1005, District#4, Kabul, Afghanistan  
Reference: RFQ

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm's principal officers and all commodities and services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation and under Action Aid regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any ActionAid Afghanistan staff members;
- We have no close, familial, or financial relationships with any other offerors submitting proposals in response to the above-referenced RFQ; and
- The prices in our offer have been arrived at independently, without any consultation,

communication, or agreement with any other offeror or competitor for the purpose of restricting competition.

- All information in our proposal and all supporting documentation is authentic and accurate.
- We understand and agree to Counterpart' prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature:

Name and Title of Signatory:

Date:

Company Name:

Company Address:

Company Telephone and Website:

Company Registration or Taxpayer ID Number:

Does the company have an active bank account (Yes/No)?

Official name associated with bank account (for payment):