REQUEST FOR QUOTATION (RFQ):

10 mbps point 2-point **Microwave** dedicated Internet services with following specifications:

1. Double the speed after 4:00 PM till 7:00 AM every day.
2. Double the speed 5 times per month fully day.
3. Providing the mentioned speed in three location.
4. Installing point-2-point Microwave internet connection for main office and point 2 point basic for the branches
5. four Public IP addresses for main office.
6. Provide internet with licensed frequencies and ATRA licensed.
7. 100% link backup.
8. Money will be deducted for internet disconnecting longer than 30 Sec.
9. The ISP should have experience with international NGO’s providing large amount of bandwidth.
10. The ISP should have a fully functional customer service center situated in Kabul which should be operational 24/7.
11. The ISP should provide minimum of 99.5% uptime equivalent of (716.4 hours) per month. Downtime will be calculated (Total Time – Down Time) X 100 / Total time
12. The response time for resolving any faults should take less than an hour after reported.
13. Our subnet should be on a separate VLAN due to security concerns.
14. Maintenance & Operation, site visits etc. will be on ISP cost (IWA will not pay any charges).
15. Delivery and Installation period: 24 hours .
16. The ISP should provide us two weeks of trial period to test the service.
17. References of three clients
18. Provide us dedicated 1:1 Internet connection (Microwave)
19. The ISP should not provide this up-link from AFTEL fiber or any other kind of connection related to AFTEL.
20. The ISP should provide alternative routes in case their primary up-link is down, and IWA shall receive the same amount of bandwidth
21. The ISP should provide online/live bandwidth monitoring system like Cacti.
22. Trace route to google.com should not exceed 10 hops
23. Provide DNS servers.
24. Hardware Technology: Only Microwave Device Point to Point Technology
25. With 10 Days Demo
26. Contract Type open