IFRC

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FACSIMILE COMMUNICATION

[ ] URGENT **[X] NORMAL**

To: All ISPs
Attention:
Phone number: 0700263529; 0707289775

From: IFRC Afghanistan Country Delegation
Supply Chain Department

Our file ref: **01-0697/LOG/AFCD/2023**
N° of pages including this page:15

Issue Date: **13th March, 2023**
Closing date: **20th March 2023 14:00 hrs**. Late offers will not be considered.

Re: **INTERNET SERVICE PROVISION TO** IFRC **FIELD OFFICE IN KANDAHAR PROVINCE & ARCS MARASTOON FOR A PERIOF OF ONE (1)YEAR OR 12 MONTHS.**

If you do not receive all pages, please contact us immediately. Thank you.

REQUEST FOR PROPOSAL

The International Federation of Red Cross and Red Crescent Societies (IFRC), or "The Federation" is the world's largest humanitarian organization, with a network of 192-member National Societies. The overall aim of the IFRC is "to inspire, encourage, facilitate, and promote at all times all forms of humanitarian activities by National Societies with a view to preventing and alleviating human suffering and thereby contributing to the maintenance and promotion of human dignity and peace in the world."

The IFRC works to meet the needs and improve the lives of vulnerable people before, during and after disasters, health emergencies and other crises.

IFRC is part of the International Red Cross and Red Crescent Movement (Movement), together with its member National Societies and the International Committee of the Red Cross (ICRC). The work of the IFRC is guided by the following fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity, and universality.

IFRC is led by its Secretary General, and has its Headquarters in Geneva, Switzerland. The Headquarters is organized into three main Divisions: (i) National Society Development and Operations Coordination; (ii) Global Relations, Humanitarian Diplomacy and Digitalization; and (iii) Management Policy, Strategy and Corporate Services.

IFRC has five regional offices in Africa, Asia Pacific, Middle East and North Africa, Europe, and the Americas. The Federation also has country cluster delegation and country delegations throughout the world. Together, the Geneva Headquarters and the field structure (regional, cluster and country) comprise the IFRC Secretariat.

The IFRC has had a consistent presence in Afghanistan since 1990, to support Afghan Red Crescent Society (ARCS)'s development, auxiliary role, and outreach, contributing to its leadership support & partnership development, humanitarian footprint and sustainability.

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The International Federation of Red Cross and Red Crescent Societies in Afghanistan kindly requests your best offer for Internet Service Provision (ISP) for a period of One (1) year as per attached Table of Specifications **(Pricing Format Annex II):**

All services **MUST MEET** the Specifications in the **Pricing Format Annex II attached.**

Any variance from the required specifications must be clearly stated in your Proposal and or offer.

Please acknowledge receipt of this request and indicate your intention to bid to afghanistan.procurement@ifrc.org. Our telephone number for further information: 0700263529, 0707289775.

1. Scope of Services, Specifications

Through this Request for Proposal, The International Federation of Red Cross, and Red Crescent Societies, IFRC seeks to secure competitive Offers for the selection of an Internet Service Provider for IFRC Kandahar Field Office in Afghanistan.

Eligible, qualified, and experienced Internet Service Providers (ISPs), capable and competent to provide the services are invited to submit their bids as follows:

SL. No	Name of the items with basic information
1	Internet bandwidth: Wireless P2P Internet bandwidth: dedicated 1:1(100% dedicated, down-load/upload 2Mbps), to IFRC Kandahar Field Office as per attached Terms of Reference (ToR) and Specifications in Annex .1 & pricing format - Annex 4.0
2	Pure and licensed P2P Internet wireless internet bandwidth: dedicated 1:1(100% dedicated, download/upload 10Mbps, to ARCS Marastoon in Kabul as per Attached Terms of Reference (TOR) and Specifications in Annex 5.1 & 5.2) & Pricing format - Annex 4.0

The successful bidder shall enter a fixed term contract of One (1) year, renewable upon good performance.

Bidders shall be domiciled and must have complied with all Government legal Regulations to operate in in Afghanistan and the Region.

The Bidder shall not be under any declaration of ineligibility for corrupt or fraudulent practices in Afghanistan or any other country of operation.

2. Delivery time and Place

The IFRC intends to have the services to be provided immediately upon signature of Service Level Agreement in Kandahar Field Office and ARCS Marastoon in Kabul. Bidders are encouraged to offer other solutions and timelines for implementation and or connection of the two facilities.

3. Level of Services & Quantities

The quantities mentioned below and in Annexes 5.1 & 5.2 may increase or decrease depend on the actual needs, budget and delivery time.

SL. No	Name of the items with basic information	Quantity (units/pcs)
1	Internet bandwidth: Wireless P2P Internet bandwidth: dedicated 1:1(100% dedicated, down-load/upload), to IFRC Kandahar Field Office as per attached Terms of Reference (ToR) and Specifications in Annex 5.1 & pricing format - Annex 4.0	2 Mbps
2	Pure and licensed P2P Internet wireless internet bandwidth: dedicated 1:1(100% dedicated, download/upload, to ARCS Marastoon in Kabul as per	10Mbps

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	Attached Terms of Reference (TOR) and Specifications in Annex 5.2) & Pricing format - Annex 4.0	

4. Preparation of Bids, Bidding & Documents

4.1. Documents

The Bidder shall inspect and provide all documents, information, forms, terms, and conditions in this Request for Proposal, RFP. Failure to furnish all information and address all areas of the bidding documents will be considered as substantially unresponsive and may lead to rejection of the bid in its entirety by The Federation.

The Bidding documents comprise of the following:

No.	Description	Confirm attached
1	IFRC Supplier Registration Form in Annex 02 (to be filled in signed and stamped)	
2	Signed IFRC General Terms and Conditions Annex 01 (to be signed and stamped)	
3	Legal business license/registration/certificates	
4	Updated/latest Tax clearance certificates for the years 1400 &1401	
5	Attach completed contracts to other institutions as evidence of providing similar goods (Experience Certificates)	
6	Attach bank account details (bank solvency letter if possible) with the confirmation of your bank account & financial statement.	
7	Attach Audited financial statements for the last 3 years.	
8	Accurately filled in IFRC Pricing Template Annex 03 (to be filled in signed and stamped)	
9	Declaration of undertaking, signed and stamped Annex 04	
10	Internet bandwidth Term of References Annex 05.1 and 05.2	

4.2. Cost of Bidding

Bidders shall be responsible for all costs associated with the preparation and submission of their bids, and the Federation, will in no way be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. For the purpose of this tender, successful service provider(s) will be required to clear their tax returns and obligations with the relevant Afghan Government department.

4.3. Language of Bids

The bid and all communication/correspondence between bidders and IFRC shall be in English language only. Any printed literature furnished by the bidder and written in another language shall be required to be accompanied by an English translation of its pertinent passages, in which case, for purposes of interpretation of the bid, the English translation shall prevail. Any translations must be performed by a licensed translator in Afghanistan.

4.4. Contents of the Technical Proposal

Prospective bidders shall provide and or submit alongside their Bid, the following documents:

- *Letter of interest to offer Internet Services to IFRC in Kandahar and ARCS Marastoon in Kabul*
- *Technical proposal detailing the Firm Profile (5 pages maximum) with a brief description of the firm's organization and an outline of recent experience on similar services. The outline shall indicate inter alia, the profiles of the Key Staff proposed, work plan and duration of previous engagements, contract amount and firm's involvement.*
- *Valid Certificate License of Registration with Government in Afghanistan.*
- *Registration in Afghanistan as an Internet Service Provider for Internet bandwidth.*

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- *Any International Dealership License to Re-Distribute Internet Bundles in Afghanistan.*
- *Updated Tax Compliance Certificate/ Documents/Evidence of payment of tax to relevant authorities in Afghanistan.*
- *Audited Financial Statements/Report later than 2020 to date. ISP to provide any reports within this period.*
- *Current Twelve (6-12)-Months Bank Statement*
- *Three (3) Reference Letters and record of previous ISP experience with INGOs or UN Agencies.*
- *A Financial Proposal detailing the costs for each of the Bandwidth Indicated.*
- *Information on Foreign Exchange Rates applicable. For the Purpose of this Tender, Bids shall be in both USD & AFG Currencies. Where in AFN, bidder must Provide their Exchange Rate.*
- *IFRC Supplier Registration Form, fully completed with all required information.*
- *Any other document the bidder might feel will increase their chances of award.*

4.5. Contents of the Financial Proposal

4.5.1. Bid Prices and Price Changes

Bidders shall clearly indicate the unit price for each Bandwidth of service. Bidders must sign and officially stamp the price schedule.

Bidders shall ensure the Cost of Services to be provided are well researched and compared with the market. Any requests for Changes in costs during the Service Level Agreement period will not be accepted. Any adverse monetary changes within Afghanistan will be discussed and agreed during contract administration and management before any adjustments can be made on cost by both parties.

4.5.2. Bid Currency

All rates and amounts entered in the Bid Form and Price Schedule and used in any documents, correspondence or operations pertaining to this tender shall be expressed in AFN and United States Dollar (USD). Secondary columns may be added for quotations in AFG but must be accompanied with the Bidder's Exchange Rate and Adjustments in percentage (%).

4.5.3. Bid and Performance Security

For the Purpose of this RFP, Bid Bond of 2% and Performance Bond of 5 % shall be required during bidding and after award of contract respectively.

4.5.4. Period of Validity of Bids

Given the length of the contract, its IFRC's wish that the Bids remain valid for a minimum period of 120 days after submission and deadline date. Bidders shall ensure that this information is contained in their proposals.

4.5.5. Format and Signing

The original bid shall be signed by the Bidder, or person(s) authorized to bind the Bidder legally. Financial proposal pages of the bid shall be initialled by the person or persons signing the bid and stamped with the company Stamp and or Seal.

Any interlineations, erasures, or overwriting shall be valid only if they are initialled by the person or persons signing the bid.

Bidders shall include a Cover Letter on their Financial proposal. The content of the cover letter shall include the following information:

- A table containing "Description of Services" and their detailed specifications.
- Cost/Price of bandwidth
- Validity of the Bid Offer (Offer shall remain valid for 120 days).

4.5.6. Payment Conditions

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Preferred payment terms for IFRC are 30 days after submission of Original Invoice and any accompanying documents. However, the bidder may propose any other desirable options to IFRC.

4.6. Enquiries, and or Clarifications on the RFP

Prospective Bidder(s) seeking for further clarification on the bidding documents may notify IFRC through the email: afghanistan.procurem@ifrc.org. Requests for clarifications must reach IFRC not later than **17th of March 2023**. The Federation will respond by e-mail providing clarification by the **18th of March 2023**. Response to such communication shall be shared with other bidders with explanation of the query without identifying the source.

5. Submission of Bids

5.1. Format

The Bidder's offer shall comprise of all the documents requested by IFRC, price and cost Schedules as well as any other supporting documents in Separate Sealed Envelopes [Technical Proposal – One Envelope: Financial Proposal – One Envelope. Both Technical and Financial Proposals shall be put into one bigger envelope and addressed to the below Committee.

5.2. Submission and Marking of Bids

Your offer and or Bid shall be marked, delivered, and submitted in sealed envelopes as follows to the following addressed to:

REF: # 01-0697/LOG/AFCD/2023 - INTERNET SERVICE PROVISION TO IFRC FIELD OFFICE IN KANDAHAR & ARCS MARASTOON FOR A PERIOF OF ONE (1)YEAR.

The Local Committee of Contracts, LCoC.
The International Federation of Red Cross and Red Crescent Society, IFRC
Inside the Afghanistan Red Crescent Society Compound
AFSHAR-e-Silo, Qargha Road
Kabul, Afganistán.

Before **20th of March 2022** by **02:00pm Kabul Time.** Bids submitted after the deadline will not be accepted. Bidders must sign the bid register form at the reception of IFRC Office indicating their company name, telephone number, and date of submission.

5.3. Modification and Withdrawal of Bids

No modification of the bid shall be allowed after submission and deadline date.

6. Bid Opening and Evaluation

6.1. Preliminary Examination (Technical & Financial)

The IFRC will examine the bids to determine whether they are complete, contains no computational errors have been made, required licenses have been attached, the Bid Bonds have been provided, and that requisite documents have been properly signed, initialled and whether bids are generally in order.

6.2. Technical & Financial Evaluation of Bids

Bids determined to be substantially responsive as per ***Section 6*** above will be considered for the Technical Evaluation against the following Criteria.

TECHNICAL EVALUATION CRITERIA		
Tech Eval:	**Description**	**Score (%)**
Organization & Capacity of the Insurance Company	1. General Organization of Bidder & or its governance structure, or profile of the Internet Service Provider, and the owners [15%] 2. Number of Years (minimum 3) experience of the company in the ISP sector [05%] 3. Presence in both Kabul & Kandahar in terms of existing infrastructure to provide internet services [05%]	**35%**

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	4. Detailed workplan on roll out of the ISP Service [05%] 5. Financial Capacity: Amount of Turnover of the Company from the Bank Statements [5%]	
Staff capacity	6. The Capacity in terms of the Experience and Qualifications of Key Technic al staff assigned for the management and delivery of the ISP Services (Infrastructure Engineer, Account Manager, Case Manager & Customer Service) [10%]	**10%**
Scope of the ISP Services provided	7. The type of Technical Infrastructure and service proposed for Kabul and Kandahar [05%]. 8. Suitability of the proposed ISP Services, flexibility, and convenience [05%].	**10%**
Network Coverage	9. Extensive and Comprehensive ISP Network Service Coverage in mainly Kabul and Kandahar [10%].	**10%**
Experience	10. Bidder's ability to demonstrate relevant experience and technical knowledge of ISP Sector in Afghanistan with INGOs & UN [10%].	**05%**
Case Management	11. A detailed description on how the ISP Service will be manage, mechanisms to ensure quality of service and Internet provisions [5%]. 12. Quality of technological enhancements proposed [10%].	**20%**
References Letters, evidence of previous works	13. Bidder has provided documents, letters, contracts (1st Page and Signed Page), purchase orders or relevant information demonstrating experience and capacity to deliver ISP Services within Afghanistan [05%]	**05%**
	TECHNICAL EVALUATION SCORE OUT OF 100%	

7. Contacting IFRC

Subject to ***Clause 5***, no Bidder shall contact IFRC on any matter relating to its bid, from the time of opening to the time of Contract award or selected authorized supplier or vendor is announced. Clarifications will be sent, and responses obtained as indicated above.

7.1. Evaluation

The Federation will have the right to assess and evaluate the contracted provider's service levels and determine whether they are in line with the Terms and Conditions of the ensuing contract.

Should the services not conform to the Service Levels required and expected, The Federation may discontinue the services without extension(s) without providing any further feedback.

8. Notification of Award

The IFRC will notify successful and unsuccessful bidders in writing about bid acceptance and or rejection. Award will be made to the bidder whose offer is determined to be substantially responsive and considering rates, price, and performance factors.

9. Integrity Line:

Integrity Line: Report any alleged misconduct or integrity incidents, such as corruption, fraud, sexual exploitation and abuse, harassment, unethical behavior, child abuse, security incident, information security or staff health incidents - online on https://ifrc.integrityline.org, send an email to speakup@ifrc.integrityline.org, or call (Phone List).

10. Principles of Conduct Clause:

Supplier seeking to work with the IFRC shall respect the following principles:

1. **Business Ethics:** supplier is expected to maintain the highest degree of business ethics when working with the Federation.

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2. **Transparency of information provision:** supplier shall not be involved in any fraudulent activities, misrepresent information or facts for the purpose of influencing the selection and contract awarding process in its favour.
3. **Fair competition:** supplier shall not be involved in any corrupt, collusive, or coercive practices.
4. **Officials not to benefit:** The Supplier represents and warrants that no official of the Federation has been, or shall be, admitted by the Supplier to any direct or indirect benefit arising from this Request for Quotation, Purchase Order / Contract, or the award thereof. The Supplier agrees that breach of this provision is a breach of an essential term of this Purchase Order / Contract.
5. If at any time during the registration or procurement process the Federation determines that the supplier is in violation of the above-mentioned principles, that supplier's request for registration or bid may be rejected as ineligible. All costs in relation to the cancellation of contracts shall be borne by the supplier.

Bids must be delivered to the above address before the **20nd of March 2023 by 02:00pm Kabul Time**. Bids submitted after the deadline will not be accepted. Bidders are required to sign the bid register form at the reception of IFRC Office indicating their company name, telephone number, and date of submission.

Yours Sincerely

_____
Supply Chain Department
Date: 13/03/2023
Place: IFRC Kabul, Afghanistan

Enclosures:
Annex - 1 / IFRC General Terms and Conditions
Annex - 2 / IFRC Supplier Registration form
Annex - 3 / Specifications and Pricing Format
Annex- 4/ Declaration of undertaking
Annex-5/ Term of Reference (Annex 5.1 and 5.2, ToRs)

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