

REQUEST FOR QUOTATION
PROCUREMENT OF INTERNET SERVICE PROVIDER
RFQ NO. PR-HQ-2024-000119

Date: **September 11, 2024**

Dear Sir / Madam,

You are kindly requested to submit your quotation for INTERNET SERVICES described in Annex B. We also request that your Quotation is submitted using the format specifically detailed in Annex C.

Quotations submitted by email must be limited to a maximum of **10MB, virus-free** and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Quotation shall be evaluated based on lowest priced Quotation meeting requirements as per the criteria set in Annex A, point q.

In the event of a discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity), the unit price shall prevail, and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Quotation will be rejected.

The Bidders shall not vary their prices for any reason after the deadline of the tender and while the Quotation is still valid. At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of services, by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.

IDLO is not bound to accept any Quotation, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Quotation, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.

By submitting a Quotation in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This Request for Quotation (RFQ) is comprised of:

Instruction to Bidders	Annex A
Technical Specifications	Annex B
Supplier's Quotation	Annex C
IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex D

For any questions/clarifications related to this RFQ please contact IDLO on tenders@idlo.int and mention **Clarifications RFQ NO. PR-HQ-2024-000119** in the subject section of your email no later than 48 hours prior to the deadline for submission.

Deadline for Submission of Quotation:
On or before **Date: September 19, 2024**
Time: 15:00 hours Rome, Italy local time.

Thank you and we look forward to receiving your Quotation.

Sincerely yours,
International Development Law Organization | IDLO
Democratic Republic of Congo Country Office

Annex A
Instructions to Bidders

a) Description of requested services	See Annex B
b) Deadline for Quotation	The Quote shall be addressed to IDLO on or before. Date: September 19, 2024 Time: 15:00 hours Rome, Italy local time
c) General Terms and Conditions	Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for the Procurement of Services and adherence to the Supplier Code of Conduct.
d) Payment Terms	IDLO will conduct the payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
e) Conditions for Release of Payment	IDLO Acceptance of Internet Services Form based on full compliance with RFQ requirements
f) Validity of Quotation starting from the Deadline of the Tender	90 days In exceptional circumstances, IDLO may request the Bidder to extend the validity of the Quotation beyond what has been initially indicated in this RFQ. The Bidder shall then confirm the extension in writing, without any modification whatsoever on the Quotation.
g) Quotations Submission	All quotations shall be submitted through the following e-mail address: tenders@idlo.int
h) Partial Quotations	<input checked="" type="checkbox"/> Not permitted
i) Place of Delivery	DDP IDLO Office in Kinshasa - Gombe, DRC
j) Delivery Terms	The required Internet Services will be delivered within five (05) working days , after receipt of contract from IDLO to IDLO's Office in Kinshasa – 72, Uvira avenue, 6th floor of the ROBEM TOWER building. The contract will be extended for additional 12 months at the end of the period subject to satisfactory performance.

k) Customs clearance, if needed, shall be done by:	<input checked="" type="checkbox"/> N/A
l) Currency of Quotation	CDF <i>Note: (Local Suppliers must comply with any applicable laws regarding doing business in other currencies)</i>
m) Preliminary Documents to be Submitted	<input checked="" type="checkbox"/> Annex C with and tables 1 and 2 duly signed and stamped, and in accordance with the list of requirements in Annex B ; <input checked="" type="checkbox"/> Registre de Commerce et de Crédit Mobilier (RCCM); <input checked="" type="checkbox"/> Latest Internal Revenue Certificate / Tax Clearance; <input checked="" type="checkbox"/> National Identification ; <input checked="" type="checkbox"/> Caisse Nationale de Sécurité Sociale (CNSS certificate); <input checked="" type="checkbox"/> 2 copies PO or Contract of similar nature and complexity implemented over the last 3 years. <input checked="" type="checkbox"/> Brochures, catalogues or datasheet of the equipment proposed ; <input checked="" type="checkbox"/> Manufacturer's Authorization of the Company as a Sales Agent (if Supplier is not the manufacturer); <input checked="" type="checkbox"/> Guarantee document for the equipment proposed. <input checked="" type="checkbox"/> Audited financial statements (balance sheets, including all related notes, and income statements) for the last 1 year. <input checked="" type="checkbox"/> 4 copies of PO or contracts carried out over the last 3 years and whose average value is equal to 50% of the price of its offer. <input checked="" type="checkbox"/> Documentation concerning the configuration and setup of the link.
n) Special Packing Requirement or Temperature Control	<input checked="" type="checkbox"/> N/A

<p>o) After-sales services requirements</p>	<p>Technical Support</p> <ul style="list-style-type: none"> ▪ Provision of Service Unit when pulled out for maintenance/ repair. ▪ Brand new replacement if unit is beyond repair Responsible for conducting Preventive Maintenance (including but not limited to inspection, testing, satisfactory, Execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the internet router, etc.) once within first 15 days of the installation and thereafter once every quarter ▪ Fiber internet connectivity unlimited traffic and dedicated 15Mbps Uplink / 15Mbps downlink provided simultaneously that is available to be monitored 24/7 by the IT department. ▪ Provision of continuous second and third level technical support that will minimize unplanned downtime to avoid disruption of service delivery for the IDLO LAN and WAN infrastructure and components for a period of one year. ▪ Provide quarterly preventive maintenance – Conducting network vulnerability testing using qualified staff/experts once a year and reporting hardware/software related problems to IDLO. ▪ Ensure in-call and out call are provided at no additional cost/charges. ▪ Written notice of 72 hours in case of scheduled maintenance on the Internet services. ▪ Retention of all logs (including user access logs, security logs, audit trail etc.) for entire period of contract. The logs should be handed over to IDLO after the contract period.
<p>p) Evaluation of Quote</p>	<p>Evaluation will be done according to the following order of priorities:</p> <ol style="list-style-type: none"> 1. Full submission of Preliminary Documents (as per Annex A, point m) 2. Technical responsiveness 3. Comprehensiveness of after-sales services, as per Annex A, Point o), if applicable. 4. Delivery Date 5. Price
<p>q) Contract Award</p>	<p>Contract Award shall be granted according to:</p> <ol style="list-style-type: none"> 1. Full submission of Price Schedule (Annex C) signed and stamped. 2. Lowest priced, most technically acceptable/compliant offer;

r) Contract Signature	Within five (5) calendar days from the date of receipt of the Contract , the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Bid Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Bids.
s) Liquidated Damages	<input checked="" type="checkbox"/> Yes – For late delivery of <u>Services</u> , IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions. If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.

ANNEX B
TECHNICAL SPECIFICATIONS

Specifications for Internet Services

Requirement	Description
<i>Bandwidth Required</i>	Unlimited traffic and dedicated 15Mbps Uplink / 15Mbps downlink provided simultaneously
<i>Connection Type</i>	Fiber optic, VSat, WiMax
<i>Service Availability</i>	Uptime guarantee (for the entire contract duration) 99.9% The ISP must provide performance monitoring tool.
<i>Customer Premise Equipment (CPE)</i>	The ISP must provide CPE to enable connectivity. Equipment/hardware supplied by the ISP shall be brand new and complete with all respects. The devices/equipment delivered by the vendor must be installed, setup and configured since IDLO Office is in a brand-new building without any existing networking cabling.
<i>Redundancy/ Backup Link</i>	The ISP must provide alternative connection for redundancy purposes OR a backup link ISP to be configured and tested for automatic switching between primary and secondary/backup link
<i>Setup and configuration</i>	The ISP will be responsible for setup and configuration of CPE necessary for testing and commissioning to ensure that internet is accessible
<i>Documentation</i>	The ISP must provide all the documentation concerning the configuration and setup of the link
<i>Scalability</i>	The solution provided by the ISP must allow for upgrade or scalability of the bandwidth
<i>Public IP Address</i>	The ISP must provide at least ONE (1) Public IP Address for its use.
<i>Duration of Contract</i>	The contract will be for 12 months , which will be reviewable at the end of the period annually subject to satisfactory performance.
<i>Delivery Period</i>	The ISP must indicate the delivery period within which the proposed service shall be connected and activated

Technical requirements during the bidding process.

1. The bidder must show proof that they are a first (1st) or second (2nd) tier Internet service provider.
2. The bidder must fulfil all the requirements; no partial bids will be accepted.
3. The bidder must provide dedicated (CIR=1:1) and unlimited non-shared required minimum link capacities for IDLO country office internet.
4. The Bid will include itemization of vendor-owned Customer Premise Equipment (CPE) necessary for connectivity that will be placed within the customer premises. Note that IDLO will not provide any equipment to facilitate connectivity. IDLO Office is in a brand-new building without any existing networking cabling.
5. The Bidder must demonstrate that it has an existing national network footprint in the areas where IDLO premises are located.

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6. The provider must provide in its bid the proposed plan, design and setup of the Internet/WAN connection and expected timeline for deployment.
 7. The Bidder must provide a copy of their Service Level Agreement (SLA) specifying service guarantees, technical support response time guarantees, and reimbursements where applicable, and support availability.
 8. The installation, testing and commissioning of Data links shall be executed in the presence of IDLO's representative who shall always have access to the works.
 9. The ISP must provide at least ONE (1) Public IP Address for its use.
 10. The Bidder must indicate the proposed back-up link technologies in case of failure. Clearly demonstrate how automatic failover and load balancing will be achieved and the equipment to be used for this purpose.
 11. The Bidder must have skilled technical support providing 24 x 7 with a presence where the IDLO premise is in DRC.
 12. Network availability and Quality of Connection should be not less than 99.9% in uptime per month. The last mile redundancy must be implemented with fully automated fail over.
 13. Help Desk Support - The bidder shall provide centralized Helpdesk for assistance or registration of user complaints through various medium like Voice Call/SMS/Email of ticket generation system.
 - a. After rectifying the said complaint, bidder is required to update the resolution/call closure on the centralized helpdesk and the confirmation for the rectification shall be done on visibility in the deployed Network Management System (NMS).
 - b. The bidder shall provide and publish a troubleshooting guide and necessary training for the users.
 14. In case of any equipment fault, the Bidder must be able to provide standby equipment to replace the faulty equipment by and no later than **6 hours** from the fault reported time to the ISP Helpdesk.
 15. The Bidder must provide evidence that it has the necessary personnel to implement the required solution. The CVs and current valid copies of certified certificates of the technical personnel must be attached especially for the Project Manager, Project Engineer and Network Engineers.
 16. The bidder must conduct site survey in coordination with the PE at own cost.
 17. Preventive Maintenance: The successful bidder will be responsible for conducting:
 - a. Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the equipment, and necessary repair of the equipment) once within first 15 days of the installation and thereafter once every quarter.
 - b. Provision of continuous second and third level technical support that will minimize unplanned downtime to avoid disruption of service delivery for the

IDLO LAN and WAN infrastructure and components for a period of **one year (12 months)**.

- c. Provision of quarterly preventive maintenance - Conducting network vulnerability testing using qualified staff/experts once a year and reporting hardware/software related problems to IDLO.
 - d. Coordinating with IDLO for network related changes/updates, etc.
18. Log Management: Retention of all logs (including user access logs, security logs, audit trail etc.) for entire period of contract. The logs should be handed over to IDLO after the contract period.

Delivery schedule

19. The service contract will be for twelve (12) months, from month-year to month-year with possibility of additional twelve (12) months extension at the end of the period subject to satisfactory performance.

Delivery locations

The Internet service will be provided for IDLO Office located at 72, Uvira Avenue, 6th floor of the ROBEM TOWER building, Kinshasa – Gombe, for around 6 users.

Specifications for services

Lots	Item Name	Specification	Unit measure	Quantity
1	Fiber optic, VSat, WiMax	Unlimited traffic and dedicated 15Mbps Uplink / 15Mbps downlink provided simultaneously	Monthly	12
2	Satellite equipment (if applicable)	Include the necessary equipment that may be required during installation.	Lumpsum	1
3	Installation charges	One-time fee	Lumpsum	1

**ANNEX C
SUPPLIER'S QUOTATION**

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

We, the undersigned, hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice. We hereby offer to supply the items listed below in conformity with the specification and requirements of IDLO as per **RFQ NO. PR-HQ-2024-000119**

Company Name	
Company Full Address	
Date	
Signature	
Stamp	
Contact Person	
Telephone number	
Email address	

Table 1: Offer to Supply Services Compliant with Technical Specifications and Requirements

Lots	Item Name	Description	Unit measure	Qty	Compliance with Technical Specifications in Annex B	Unit rate (CDF)	Total amount (CDF)
1	Fiber optic, VSat, WiMax	Unlimited traffic and dedicated 15Mbps Uplink / 15Mbps downlink provided simultaneously	Monthly	12	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
2	Satellite equipment (if applicable)	Include the necessary equipment that may be required during installation.	Lumpsum	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
3	Installation charges	One-time fee	Lumpsum	1	<input type="checkbox"/> Comply <input type="checkbox"/> Not Comply. Alternative specification offered (please attach)		
Total amount taxes excluded							

Other Information	Responses		
	<i>Yes, we will comply</i>	<i>No, we cannot comply</i>	<i>If you cannot comply, pls.indicate counter proposal</i>
Delivery Lead Time (05 working days)			
In case of equipment fault, the Bidder must be able to provide standby equipment to replace the faulty equipment by and no later than 6 hours from the fault reported time to the ISP Helpdesk.			
After-Sales Requirements:			

Table 2: Offer for After-Sale Services and Other Conditions

a) ISP to provide maintenance services during the contract period, IDLO shall not pay any extra charges, except the equipment damaged or born due to electricity shock or casual made by IDLO.			
b) There should be a 99.9% uptime for the internet link during the engagement period. Lower levels of quality of service will attract penalties as agreed in the final Service Level Agreement (SLA). Bidders are required to provide a draft SLA in their bids capturing performance reports reflecting outages. IDLO reserves the right to deduct down time from the monthly invoice if downtime goes below agreed SLA.			
c) Equipment/hardware supplied by the ISP shall be brand new and complete with all respects.			

d) Onsite support for permanent faults in the equipment:the replacement should be a new part matching model with the same or higher capacity (not less) than the capacity of the faulty unit.			
e) During the scheduled maintenance, a complete disconnection of services cannot exceed 24 hours			
f) The ISP must have past performance experience for more than 2 years with potential customers such as UN other inter-governmental organizations, Embassies, NGOs, and Multi- National companies for providing internet solution over Fiber Microwave, WiMAX, Satellite, and IP VSAT			
g) Certificate of Licensed Internet Service Provider undertier 1 or 2 issued by DRC communication commission			

Name, position, and signature of the Bidder	Bidder's Stamp
<i>Duly authorized to sign this Bid.</i>	
Date:	

ANNEX D
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR
SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any quote submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_goods_august_2020.pdf

https://www.idlo.int/sites/default/files/documents/general_terms_and_conditions_for_services_feb_2022.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>