



Date: 24 September 2022

REQUEST FOR QUOTATION RFQ N^o UNFPA/IDN/RFQ/22/014

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

Internet Service Provider for UNFPA Indonesia

UNFPA requires the provision of Internet Services from suitably qualified service provider/operator, which aims to set up an internet line to cover the provision of internet connection for all network services such as email, browsing, chat, and other internet services. The Services shall include, but not limited to, connectivity from internet backbones to UNFPA office, service level agreements, maintenance support through Helpdesk and on-site services, alternative backup lines, problem resolution, and all Internet port services like email, browsing, chat, etc.

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](#)

Service Requirements/Terms of Reference (TOR)

Please refer to Annex II

II. 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. Ira Novita</i>
Email address of contact person:	<i>indn.bids@unfpa.org</i>

The deadline for submission of questions is **Friday, September 30th 2022 at 23:59 Jakarta Time¹**. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

¹ <http://www.timeanddate.com/worldclock/city.html?n=69>



III. Eligible Bidders

This Request for Quotation is open to all eligible bidders; to be considered an eligible bidder for this solicitation process you must comply with the following:

- A bidder must be a legally-constituted company that can provide the requested services/works and have legal capacity to enter into a contract with UNFPA to deliver in the country, or through an authorized representative.
- A bidder must not have a conflict of interest regarding the solicitation process or with the TORs / Technical Specifications. Bidders found to have a conflict of interest shall be disqualified.
- At the time of Bid submission, the bidder, including any JV/Consortium members, is not under procurement prohibitions derived from the [Compendium of United Nations Security Council Sanctions Lists](#) and has not been suspended, debarred, sanctioned or otherwise identified as ineligible by any [UN Organization](#) or the [World Bank Group](#).
- Bidders must adhere to the UN Supplier Code of Conduct, which may be found by clicking on [UN Supplier Code of Conduct](#)

IV. Content of quotations

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

- a) Price quotation form strictly in accordance to the format provided, duly completed and signed.
- b) Company profile.
- c) Company registration certificate.
- d) List and value of projects performed for the last three (3) years plus client's contact details who may be contacted for further information on those contracts.
- e) Written Self-Declaration of not being included in the UN Security Council list and other UN Ineligibility List.

All 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, and are to be sent by email to the contact person indicated below no later than: **Sunday, October 16th 2022 at 23:59 Jakarta Time²**.

Name of contact person at UNFPA:	<i>Ms. Ira Novita</i>
Email address of contact person:	<i>indn.bids@unfpa.org</i>

Please note the following guidelines for electronic submissions:

- The following reference must be included in the email subject line: **RFQ N^o UNFPA/IDN/RFQ/22/014 - Internet Service Provider for UNFPA Indonesia**. Proposals, including both technical and financial proposals, that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.

² <http://www.timeanddate.com/worldclock/city.html?n=69>



- The total email size may not exceed **20 MB (including email 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

Quotations will be evaluated based on the technical proposal and the total cost of the services (price quote).

The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Technical proposals will be evaluated for technical compliance prior to the comparison of price quotes.

VII. Award Criteria

In case of a satisfactory result from the evaluation process, UNFPA intends to award a Professional Service Contract on a fixed-cost basis to the Bidder that obtains the lowest-price technically acceptable offer.

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 Representative, Ms. Anjali Sen at indonesia.office@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Representative, the supplier may contact the Chief, Supply Chain Management Unit 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:	[insert name of company]
Date of the quotation:	[insert quotation date]
Request for quotation N°:	UNFPA/IDN/RFQ/22/014
Currency of quotation:	IDR
Validity of quotation: <i>(The quotation shall be valid for a period of at least 3 months after the submission deadline.)</i>	

- Bidders are required to complete this form, sign it and return it as part of their quotation.
- The Bidder shall fill in this form in accordance with the instructions indicated. No alterations to its format shall be permitted and no substitutions shall be accepted.
- Quoted rates must be **exclusive of all taxes**, since UNFPA is exempt from taxes.
- In case of discrepancy between unit price and total price, the lower price shall prevail and the higher price shall be corrected. If the Bidder does not accept the correction of errors, its Proposal will be rejected.

TABLE 1: Financial Offer:

Provide a lump sum for the provision of the services stated in the Terms of Reference (Annex II) of your technical offer. The lump sum should include all costs of preparing and delivering the Services.

No	Bandwidth Size	Connection type	Connection Media	Required Public IP	Installation Cost (IDR)	Deinstallation Cost (IDR)	Monthly Fee (IDR)	Installation time (max. 1 week)	Real time on-line traffic monitoring services (Yes/No)
1	10 Mbps	1:1	Fiber-optic	8	[insert cost]	[insert cost]	[insert cost]	[insert installation time]	[yes/no?]
2	20 Mbps	1:1	Fiber-optic	8	[insert cost]	[insert cost]	[insert cost]	[insert installation time]	[yes/no?]
3	30 Mbps	1:1	Fiber-optic	8	[insert cost]	[insert cost]	[insert cost]	[insert installation time]	[yes/no?]
4	45 Mbps	1:1	Fiber-optic	8	[insert cost]	[insert cost]	[insert cost]	[insert installation time]	[yes/no?]

TABLE 2: Compliance with Requirements:

	Your Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
A brief description of your qualification, capacity and expertise that is relevant to the Terms of Reference	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
A brief methodology, approach and implementation plan	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

	Your Responses		
	Yes, we will comply	No, we cannot comply	If you cannot comply, pls. indicate counter - offer
Delivery Lead Time max 2 (two) weeks upon issuance of contract	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Validity of Quotation is at least 3 months after the submission deadline	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Service Level Agreement (SLA) 99% availability	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Provide contact person with SLA guarantee for ISP service min.99% per month	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Customer Service/Help Desk 24 hrs 7 days/week	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Provide connection usage/MRTG report periodically	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Have at least two different backup lines of the international backbone (international backbones diagram/routing should be attached)	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
The internet connection at speed 1-Mbps or faster should be connected to international backbone directly	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
All Provisions of the UNFPA General Terms and Conditions	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
Comply to meet the requirement stated in Annex II - Terms of Reference	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.
After the closing date (RFQ submission deadline), if required, the bidder(s) will be contacted: <ul style="list-style-type: none"> to provide clarification(s) related to the submission 	<input type="checkbox"/>	<input type="checkbox"/>	Click or tap here to enter text.

TABLE 3: Price Considerations for Contract Extension:

UNFPA envisages to enter into contract for 1 (one) year with the option to renew for the 2nd and 3rd year. The Bidders should specify whether the prices would remain firm for the entire contract period, or alternatively, they should indicate a maximum yearly increase rate.

For the 2nd year of the contract [please check one]

The prices will remain fixed for the duration of the contract

The prices will increase yearly by a maximum percentage of ____% [specify], which includes the overhead cost.

For the 3rd year of the contract [please check one]

The prices will remain fixed for the duration of the contract

The prices will increase yearly by a maximum percentage of ____% [specify], which includes the overhead cost.



Vendor's Comments:
[insert comments if any]

I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/IDN/RFQ/22/014 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.

[insert name, title, signature and company's seal/stamp]	[insert date and place]
Name and title	Date and place



United Nations Population Fund
7th floor Menara Thamrin
Jl. MH Thamrin Kav.3, Jakarta 10250
E-mail: indn.bids@unfpa.org
Website: indonesia.unfpa.org

**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](#)



ANNEX II: TERMS OF REFERENCE

Background

The United Nations Population Fund, in Indonesia intends to procure Internet Services from suitably qualified service provider/operator as outlined below in this TOR. The bidding exercise aims to set up an internet line with an Internet Service Provider/Operator who offer the most competitive package price/rate with one and/or more services while committed to provide the service as specifically stipulated here under.

Objective

An internet line with qualified Internet Service Provider is expected to cover the provision of internet connection for all network services such as email, browsing, chat, and other internet services hereafter referred to as "Internet Services".

Internet Services shall include, but not limited to, connectivity from internet backbones to UNFPA office, service level agreements, maintenance support through Helpdesk and on-site services, alternative backup lines, problem resolution, and all Internet port services like email, browsing, chat, etc. Internet connection should go through either Fiber Optic or Leased Line.

Period of Contract and location of Performance

- Initially the Contract will be signed for one year and could be extended up to maximum three years. Even though it is a yearly basis contract, the Internet usage can be less than a year and internet connection fee will be on monthly basis payment. Any extension will be subjected to satisfactory performance of required services.
- Based on UNFPA requests, Internet price can be reviewed at every twelve months.
- A mandatory a week "testing period" in location required shall be included and no payment shall be made during "testing period".
- Physical location of service should be at 7th floor Menara Thamrin Building, Jl. MH Thamrin, Jakarta (MTB).

Terms and conditions for Contractor

- The contractor has a valid Internet Service Provider (ISP) license from Kementerian Komunikasi dan Informatika Republik Indonesia.
- In case required by building management where UNFPA Office is located (MTB), the contractor should obtain permission without involvement of UNFPA.
- The contractor will appoint Customer Care Centre and 24 hours Call Centre.
- The contractor has Network Monitoring System (NMS).
- The contractor should have at least 3 years of experience in providing similar services.

Deliverables including reports

1. Speed requirement: symmetric up to 45 Mbps bandwidth.
2. Connection preferably using Fiber Optic.
3. Subnet of at least 8 static public routable IP address is required.
4. 24 x 7 hours connectivity with a minimum assurance of 99%.
5. Online traffic monitoring tool should be made available by the Vendor with access rights to UNFPA or in the absence of the same, the Vendor shall provide a traffic report every two weeks to UNFPA, the content of which will be provided at the time of Contract signature.



6. 24 x 7 help desk support available to UNFPA Offices by phone or on-site support, depending on the severity of the problem with one dedicated staff to be allocated by the Vendor to UNFPA DP Office.
7. For internet connection at 1-Mbps speed or faster, tracer report should show in the range of 15 until 20 hops to reach links below:
 - www.myunfpa.org
 - www.partneragencies.org
 - www.google.com
 - www.unfpa.org
 - intranet.undp.org
 - dss.un.org
8. Provide necessary equipment up to the modem, and other accessories to implement the connectivity. On-site support, as required, in UNFPA office immediately.
9. Service Level Agreement (SLA) guarantee for ISP services, minimum is 99% per month.
10. Provide internet connection with Bandwidth listed in the attached matrix.
11. Average maximum latency < 250 Ms reaching international Back Bone.
12. The ISP should have at least two different backup lines of the international backbone (international backbones diagram/routing should be attached).
13. The internet connection at speed 1-Mbps or faster should be connected to international backbone directly.
14. Connected to the Indonesia Internet Exchange Network.
15. For internet connection at speed 1-Mbps or faster, the ISP should be able to provide number of public IP mentioned in the matrix without additional charge.
16. The ISP has Bandwidth Usage Monitoring System through MRTG, separately for domestic, international and total bandwidth.
17. The ISP should indicate total planned downtime for maintenance equipment, routing etc that affects UNFPA service.
18. If provided necessary equipment went faulty, it should be replaced immediately and downtime less than 1x24 hours.

Performance Evaluation and Review

- The vendors shall keep UNFPA aware on any major changes industry, regional or worldwide outages, which will have an impact on their service policies or procedures.
- The vendors shall meet periodically with UNFPA to discuss issues of mutual concern, to review the vendor's performance and to discuss improvements which the vendors or UNFPA should make in order to achieve a more effective services and support.
- The vendors shall arrange meetings twice a year to discuss service updates with UNFPA

Payment Terms

- The installation fees shall be paid after completion of installation/commissioning and certification by UNFPA.
- Monthly charges shall be paid within 30 calendar days of receipt of invoices by UNFPA.
- UNFPA reserves the right to reduce the fees, should the service outage by the vendors be continuous and is more than 24 hours in a week.