REQUEST FOR QUOTATION
RFQ Nº UNFPA/IDN/RFQ/21/004

Date: 18 March 2021

Dear Sir/Madam,

UNFPA hereby solicits a quotation for the following service:

**Long Term Agreement of Internet Service Provider for UNFPA Office in Jakarta**

UNFPA requires the provision of Internet Services which shall include, but not limited to, connectivity from internet backbones to UNFPA office, service level agreements, maintenance support through Helpdesk and on-site services, problem resolution, and all Internet port services like email, browsing, chat, etc.

This Request for Quotation is open only to legally-constituted companies that located in Indonesia (local companies), that specialized in the business of internet service provider.

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](http://www.timeanddate.com/worldclock/city.html?n=69)

II. **Service Requirements / Terms of Reference**

Terms of Reference: as per Annex 2.

III. **Questions**

Questions or requests for further clarifications should be submitted in writing to the contact person below:

| Name of contact person at UNFPA: | Ms. Ira Novita |
| Email address of contact person: | idn.bids@unfpa.org |

The deadline for submission of questions is **Wednesday, March 24th 2021 at 23:59 Jakarta Time**. Questions will be answered in writing and shared with all parties as soon as possible after this deadline.

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IV. Content of quotations
Quotations should be submitted in a single e-mail whenever possible, depending on file size. Quotations must contain:
   a) Price quotation, to be submitted strictly in accordance with the price quotation form.
   b) Copy of legal documents (establishment in Indonesia).

Both parts of the quotation must be signed by the bidding company’s relevant authority and submitted in PDF format.

V. Instructions for submission
Quotations should be prepared based on the guidelines set forth in Section IV above, along with a properly filled out and signed price quotation form, are to be sent by e-mail to idn.bids@unfpa.org no later than: Thursday, April 1st 2021 at 23:59 Jakarta Time².

Please note the following guidelines for electronic submissions:
   • The following reference must be included in the email subject line: RFQ Nº UNFPA/IDN/RFQ/21/004 - LTA of Internet Service Provider for UNFPA Office in Jakarta. Proposals that do not contain the correct email subject line may be overlooked by the procurement officer and therefore not considered.
   • The total e-mail size may not exceed 20 MB (including e-mail 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 compliance to the requirements stated in the RFQ document and the price quotation.
The evaluation will be carried out in a two-step process by an ad-hoc evaluation panel. Quotations will be evaluated for requirements 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 Long Term Agreement with duration of 3 (three) years to the Bidder that quote the lowest-priced technically acceptable offer, whose bid has been determined to be compliant with the RFQ documents.

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 Long Term Agreement.

² http://www.timeanddate.com/worldclock/city.html?n=69
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 indonesi.office@unfpa.org. Should the supplier be unsatisfied with the reply provided by the UNFPA Representative, the supplier may contact the Chief, Procurement Services Branch 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:
Date of the quotation:  
Request for quotation Nº: UNFPA/IDN/RFQ/21/004
Currency of quotation: IDR
Validity of quotation: (The quotation must be valid for a period of at least 3 months after the RFQ submission deadline)

- 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: Price Rate for Internet Services:

<table>
<thead>
<tr>
<th>No</th>
<th>Bandwidth Size</th>
<th>Connection Type</th>
<th>Connection Media</th>
<th>Required Public IP</th>
<th>Installation Cost* (IDR)</th>
<th>Deinstallation Cost (IDR)</th>
<th>Monthly Fee (IDR)</th>
<th>Installation Time (max. 1 week)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>20-Mbps</td>
<td>1:1</td>
<td>Fiber Optic</td>
<td>4</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
</tr>
<tr>
<td>2</td>
<td>25-Mbps</td>
<td>1:1</td>
<td>Fiber Optic</td>
<td>4</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
</tr>
<tr>
<td>3</td>
<td>30-Mbps</td>
<td>1:1</td>
<td>Fiber Optic</td>
<td>4</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
</tr>
<tr>
<td>4</td>
<td>35-Mbps</td>
<td>1:1</td>
<td>Fiber Optic</td>
<td>4</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
</tr>
<tr>
<td>5</td>
<td>40-Mbps</td>
<td>1:1</td>
<td>Fiber Optic</td>
<td>8</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
</tr>
<tr>
<td>6</td>
<td>45-Mbps</td>
<td>1:1</td>
<td>Fiber Optic</td>
<td>8</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
</tr>
<tr>
<td>7</td>
<td>50-Mbps</td>
<td>1:1</td>
<td>Fiber Optic</td>
<td>8</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
</tr>
<tr>
<td></td>
<td>50-Mbps</td>
<td>1:4</td>
<td>Fiber Optic</td>
<td>8</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
<td>[insert answer]</td>
</tr>
</tbody>
</table>
**TABLE 2 : Offer to Comply with Other Conditions and Related Requirements**

<table>
<thead>
<tr>
<th>Other Information pertaining to our Quotation are as follows:</th>
<th><strong>Your Responses</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Yes, we will comply</strong></td>
<td><strong>No, we cannot comply</strong></td>
</tr>
<tr>
<td>Delivery Lead Time max. two (2) weeks upon issuance of contract</td>
<td>[insert answer]</td>
</tr>
<tr>
<td>Service Level Agreement (SLA) 99% availability</td>
<td>[insert answer]</td>
</tr>
<tr>
<td>Customer Service/Help Desk 24 hours 7 days/week</td>
<td>[insert answer]</td>
</tr>
<tr>
<td>Validity of Quotation is 3 months after the RFQ submission deadline</td>
<td>[insert answer]</td>
</tr>
</tbody>
</table>

*Installation Cost and if required, provide all necessary equipment including modem, UPS, terrestrial link, router and other accessories to provide required speed and quality of internet connectivity*
I hereby certify that the company mentioned above, which I am duly authorized to sign for, has reviewed RFQ UNFPA/IDN/RFQ/21/004 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
ANNEX 1:
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 2:
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 a Long-Term Agreement (LTA) with Internet service 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
Long Term Agreement 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, 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 LTA and location of Performance
● Initially the LTA 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 six 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 in respective area.

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, 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).
● Supported by qualified engineers/technical support team with network professional certificate, such as CCNP (Cisco Certified Network Professional) or CCIE (Cisco Certified Internet Expert).
● The contractor should have at least 3 years of experience in providing services for company on IT related issues.

Deliverables including reports
1. 24 x 7 hours connectivity with a minimum assurance of 99%.
2. 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 LTA signature.
3. 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.

4. 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

5. Provide necessary equipment up to the modem, Tower, VSAT, UPS, Terrestrial link, router and other accessories to implement the connectivity. On-site support, as required, in UNFPA office immediately.

6. Service Level Agreement (SLA) guarantee for ISP services, minimum is 99% per month.

7. Provide internet connection with Bandwidth listed in the attached matrix.

8. Average maximum latency < 250 Ms reaching international Back Bone.

9. The ISP should have at least two different backup lines of the international backbone (international backbones diagram/routing should be attached).

10. The internet connection at speed 1-Mbps or faster should be connected to international backbone directly.

11. Connected to the Indonesia Internet Exchange Network.

12. 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.

13. The ISP has Bandwidth Usage Monitoring System through MRTG, separately for domestic, international and total bandwidth.

14. The ISP should indicate total planned downtime for maintenance equipment, routing etc that affects UNFPA service.

15. Price should be quoted in Indonesia Rupiah.

16. Based on UNFPA request, price can be evaluated/verified at every 6 months.

17. Price of internet service and the internet media such as Leased line or Fiber Optic should be quoted as one price.

18. In case if required, a router has capability in managed bandwidth and setting should be performed by the ISP with arrangement as requested by UNFPA team at no cost.

19. 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.