

DATE: 5/03/2021

**INVITATION TO BID: No. ITB/2021/01**

**FOR THE PROVISION OF HIGH-SPEED FIBER OPTIC BASED INTERNET SERVICES (DIA) AND BACKUP LINE**

**CLOSING DATE AND TIME: 2/04/2021 – 23:59 hrs CET**

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**INTRODUCTION TO UNHCR**

The Office of the United Nations High Commissioner for Refugees (UNHCR) was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In almost seven decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 17,000 people in 135 countries continues to help about 80 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environment, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see <http://www.unhcr.org>.

UNHCR is also present with an office in Rome, since 1952 and is the Representation for the operations in Italy, Holy See and San Marino. For more information please visit [www.unhcr.it](http://www.unhcr.it).

**1. OBJECTIVE OF THE TENDER & REQUIREMENTS**

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Rome has recently moved its premises to a new office located in Via Leopardi 24 in Rome, in a building of 4 floors, counting a total of around 115 personnel working in the office.

The Office of the United Nations High Commissioner for Refugees (UNHCR), in Rome, is therefore pleased to invite qualified **Internet Services Providers (ISP)** to make a firm offer for the establishment of a **Services Contract for the provision of a high-speed fiber optic based internet services together with an FTTC/FTTH backup line.**

UNHCR may award Service Contract(s) with initial duration of 3 (three) years, indicatively starting from July 2021, potentially extendable for a further period of 2 (two) years.

The successful bidder will be requested to maintain their quoted price model for the duration of the service contract(s).

Other United Nations Agencies, Funds and Programmes shall be entitled to the same prices and terms as those contained in the offers of the successful bidders and could form the basis for a contract service(s) with other UN Agencies.

**IMPORTANT:**

When a Service Contract is awarded, either party can terminate the agreement upon 90 days' notice, in writing to the other party.

The initiation of conciliation or arbitral proceedings in accordance with **article 18** "settlement of disputes" of the UNHCR General Conditions of Contracts for provision Services shall not be deemed to be a "cause" for or otherwise to be in itself a termination clause.

It is strongly recommended that this Invitation to Bid document and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

**1.1 REQUIREMENTS**

Minimum requirements that the bidders should take into consideration when formulating their offer and quotation for the provision of the high-speed fiber optic based internet services are:

- ✓ Direct Internet Access via fiber optic connection
- ✓ FTTH/FTTC (back-up line)
- ✓ Mobile 4G-LTE additional back-up line
- ✓ GNR 1000 VOIP + plafond + number portability
- ✓ Public IP's
- ✓ Monitoring and supporting services

**IMPORTANT:**

**Technical specifications and minimum requirements of the services are detailed in Annex A of this document.**

Bidders are required to confirm their ability to meet the ITB requirements by:

- **Filling in Annex A**
- **Providing additional information** indicating evidence of their compliance.
- **Providing supporting documents** whenever possible (such as: Company presentation; technical sheet/brochure of the services; etc.)

Note: this document is not construed in any way as an offer to contract with your firm.

**2. BIDDING INFORMATION:****2.1. ITB DOCUMENTS**

The following annexes form integral part of this Invitation to Bid:

- Annex A: Technical Requirements – **to be duly filled-in**
- Annex B: Financial Offer Form – **to be duly filled-in**
- Annex C: Vendor Registration Form – **to be duly filled-in**
- Annex D: UNHCR General Conditions of Contracts for the Provision of Services – **to be acknowledged**
- Annex E: UNHCR Contract of Service (template) **to be acknowledged**

**2.2 ACKNOWLEDGMENT**

We would appreciate your informing us of the receipt of this ITB by return e-mail to [itaroadm@unhcr.org](mailto:itaroadm@unhcr.org) as to:

- Your confirmation of receipt of this invitation to bid
- Whether or not you will be submitting a bid

**IMPORTANT:**

Please note that Bid Submissions are NOT to be sent to the e-mail address above. Failure to comply with this provision may result in disqualification.

## 2.3 REQUESTS FOR CLARIFICATION OR SITE VISIT

Bidders are required to submit any request for clarification or for a site visit in respect of this ITB by e-mail to: [itaroadm@unhcr.org](mailto:itaroadm@unhcr.org).

**The deadline for receipt of questions is 23:59 hrs CET on 19/03/2021.**

Bidders are requested to keep all questions concise.

**IMPORTANT:**

Please note that Bid Submissions are not to be sent to the e-mail address above.

UNHCR will compile the questions received. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once OR will respond to these at the supplier conference. After the supplier conference, a Questions & Answers document will be prepared and posted on the UNHCR website.

## 2.4 YOUR OFFER

Your offer shall be prepared in English. In case justified reasons for impossibility of submitting the offer in English, Italian can be accepted. Company's qualifications are accepted in Italian.

Please submit **separately** your offer using the Annexes A and B provided. Offers not conforming to the requested formats may be not taken into consideration.

**IMPORTANT:**

Inclusion of copies of your offer with any correspondence sent directly to the attention of or in copy to the responsible buyer or any other UNHCR staff other than the submission modality described below will result in disqualification of the offer. Please refer to section 2.6) "Submission of Bid" for the submission modalities.

**Your offer shall comprise the following two sets of documents:**

- Technical Requirements
- Financial Offer

### 2.4.1 Content of the OFFER

**IMPORTANT:**

No pricing information should be included in the Technical Requirements form. Failure to comply may risk disqualification. The technical offer should contain all information required.

Your offer should be concisely presented and **MUST** include:

- Annex A: Technical Requirement
- Annex B: Financial offer
- Annex C: Vendor Registration Form
- Annex D: UNHCR General Cond. of Contracts for the Provision of Serv.  
(***signed in all pages for acknowledgment***)
- Annex E: UNHCR Contract of Service (template)  
(***signed in all pages for acknowledgment***)

- Presentation of the company
- A listing of organizations where similar service is being/has been offered
- DURC
- Inscription to C.C.I.A.A
- Financial Statement (latest BILANCIO)

Please note that:

UNHCR is exempt from all direct taxes and customs duties for amount above Euro 300. With this regards, price has to be given without VAT.

The cost of preparing a bid and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

## **2.5 BID EVALUATION:**

### **2.5.1 Supplier Registration:**

The selected **Internet Service Provider (ISP)** will be added to the Vendor Database after investigation of suitability based on the submitted Vendor Registration Form and supporting documents. The investigation involves consideration of several factors such as:

- DURC
- Inscription to C.C.I.A.A

In the course of the contractual relationship, supplier will be evaluated based on the performance in providing the services. The criteria that will be taken into consideration will be:

- Adherence to Contract Terms and Conditions
- Account Management (including client service approach, response time and problems resolution)
- Invoicing
- Prices in accordance with the contract
- Quality of work and services provided.

### **2.5.2 Technical evaluation:**

The technical component of the submission will be evaluated using the criteria **PASS or FAIL** by reviewing the information provided in Annex A and the supporting documents submitted, that will be evaluated based on the requirements indicated in Annex A.

### **2.5.3 Financial evaluation:**

The financial component will be analyzed only for those suppliers that pass the technical evaluation and will be based on the costs provided in Annex B. Bidders are required to carefully read the instructions to fill in Annex B and to complete it.

Companies are allowed to quote only in Euro.

## 2.6 **SUBMISSION OF BID:**

The offers must bear your official letter head, clearly identifying your company.

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).

### **IMPORTANT:**

**The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification.**

**Bid must be sent by e-mail ONLY to: [ITAROITB@UNHCR.ORG](mailto:ITAROITB@UNHCR.ORG)**

**Deadline: 2/04/2021, 23:59 hrs CET.**

### **IMPORTANT:**

**Any bid received after this date or sent to another UNHCR address may be rejected.**

It is your responsibility to verify that all e-mails have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of 15 Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

- ITB/2021/01 (Internet and landlines services)
- Name of your firm
- Email Number (example: 1/1, or 1/3, 2/3, etc.).

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

Submissions received via different means will not be considered.

### **IMPORTANT:**

The Financial offer will only be opened for evaluation if the supplier's technical part of the offer has passed the test and has been accepted by UNHCR as meeting the technical specifications.

## 2.7 **BID ACCEPTANCE:**

UNHCR reserves the right to accept the whole or part of your bid, or to allow split or partial awards.

UNHCR may at its discretion increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the firms submitting bids and does not bind itself in any way to select the firm offering the lowest price. Furthermore, the

contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

## **2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS**

Any Purchase Order (PO) issued as a result of this ITB will be made in the currency of the winning offer(s). Payment will be made in accordance to the General Conditions for the Purchase of Services and in the currency in which the PO is issued. Payments shall only be initiated after confirmation of successful completion by UNHCR business owner.

## **2.9 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF SERVICES AND CONTRACT**

Please note that the General Conditions of Contracts (**Annex D**) will be strictly adhered to for the purpose of any future contract. the Service Contract will be drawn up and signed as the UNHCR template **Annex E**.

The Bidder must confirm the acceptance of these terms and conditions in writing acknowledging, duly signing all pages of the **Annexes D** and **Annex E**.

Administrative Officer  
UNHCR MCO Italy