INVITATION TO BID: No. SOQ/ITB/2022/001

FOR ESTABLISHMENT OF FRAME AGREEMENT FOR THE PROVISION OF PRIMARY AND BACKUP LINK INTERNET SERVICE FOR SUB OFFICE QUETTA, UNHCR PAKISTAN OPERATION.
CLOSING DATE AND TIME: 29/04/2022 – 23:59 hrs PST

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 more than six decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world’s most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations, please see http://www.unhcr.org.

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) in Pakistan invites qualified suppliers to make a firm offer for the establishment of Frame Agreement(s) for the provision of Primary and Backup link internet service for at UNHCR sub office Quetta (referred to hereinafter as service) for a period of 2 years with a possible extension for an additional 1 year subject to satisfactory performance.

NB. Provider for the primary link in UNHCR Quetta Office cannot be considered for the backup link service.

IMPORTANT:
Exact technical specifications of items are detailed in Annexes B and B1 of this document.

The successful bidders will be required to maintain their quoted price model for the duration of the frame agreement(s).

All participants/bidders will be required to provide test links which should be mandatory for technical approval of the bid. The test link and any required equipment should be provided by the ISPs on-site without any cost implication whatsoever. The link for each participant will be tested for a period of 5 to 14 days. The test link should be installed within 5 days of notification to the interested bidders/vendors.

The internet bandwidth requirements are as given below, and more details specifications are provided in Annex B of this solicitation.

<table>
<thead>
<tr>
<th>Location</th>
<th>Primary/Main Link Internet Link Bandwidth</th>
<th>Secondary/Back-up Internet Link Bandwidth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sub Office Quetta</td>
<td>150 Mbps/150Mbps</td>
<td>100 Mbps/100 Mbps</td>
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</table>
Please note that figures have been stated to enable bidders to have an indication of the projected requirements. It does not represent a commitment that UNHCR will require the totality of the above quantity. Quantities may vary and will depend on the actual requirements and funds available regulated by issuance of individual Purchase Orders against the frame agreement.

Other United Nations Agencies, Funds and Programmes shall also be entitled to the same prices and terms as those contained in the offers of the successful bidders within validity period or the successful bidder upon inquiry may extend the validity period and could form the basis for a Purchase Order with other UN Agencies.

**IMPORTANT:**
When a Frame Agreement is awarded, either party can terminate the agreement only upon 90 days (3 months) 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 of Goods 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 herein may result in disqualification from the evaluation process.

**QUALITY CONTROL THROUGHOUT THE CONTRACT PERIOD:**

UNHCR will carry random quality inspections, including specific selected criteria for laboratory test to products or items selected by UNHCR or by an independent surveyor appointed by UNHCR from samples selected during production, upon departure, loading, unloading, arrival to destination or from any storage location. The cost of the quality control inspections and laboratory tests will be covered by UNHCR.

In cases of supplier’s quality default, in addition to the good’s PO penalty clauses, the inspection and laboratory cost will be charged to the supplier.

Sub-Contracting: Please take careful note of article 4 of the attached General Terms and Conditions (Annex E).

**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: Calendar of Activities

Annex B: Technical Specifications / Statement of Requirements for Primary Link
   Technical Specifications / Statement of Requirements for Backup Link

Annex B1: Technical Compliance/ Data Form (to be completed and submitted in the technical offer/envelop)

Annex C: Financial Offer Form *(bidder must fill/complete the form and submit in a separate financial offer email)*

Annex D: Vendor Registration Form *(if the bidder is not yet registered with UNHCR, the bidder must fill/complete the form and submit signed/stamped copy in technical offer email)*
2.2 ACKNOWLEDGMENT

We would appreciate your informing us of the receipt of this ITB by return e-mail to pakqurfg@unhcr.org as to:

- Your confirmation of receipt of this invitation to bid.
- Whether or not you will be submitting a bid.
- The source where you have acquired this tender document (e.g. E-Mail, Chamber of Commerce, UNGM website, printed media etc.).

**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

Bidders are required to submit any request for clarification in respect of this ITB by e-mail to pakqurfg@unhcr.org The deadline for receipt of questions is 17:00 hrs PST on 20th April 2022.

**IMPORTANT:**
Please note that Bid Submissions are not to be sent to the e-mail addresses above. Failure to comply with this provision may result in disqualification.

UNHCR will compile all questions / queries received and reply to the questions received as soon as possible by means of posting Q & A sheet on its website https://unhcrpk.org OR by email to all bidders.

2.4 YOUR OFFER

Your offer shall be prepared in English.

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

**IMPORTANT:**
Inclusion of copies of your offer with any correspondence sent directly to the attention of the responsible buyer or any other UNHCR staff other than the submission e-mail address will result in disqualification of the offer. Please send your bid directly and only to the address provided in the “Submission of Bid” section 2.6) of this ITB.

Your offer shall comprise the following two sets of documents:
2.4.1 **Content of the TECHNICAL OFFER**

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

The technical details of the products requested by UNHCR can be found in **Annex B and B1**.

Your technical offer should clearly state whether the goods you are offering are fully conforming to the product specifications given. Clearly state and disclose any discrepancies with the specifications given.

Clearly state and disclose any discrepancies with the specifications given. Please, clearly state and disclose any discrepancies with the specification given. Please, clearly state if your service conforms to the UNHCR technical specifications and requirements using Annex B2. **Failure to provide filled/complete Annex B1 in your offer would lead to “technical disqualification”**.

The following details which comprise part of the Eligibility and Qualification Criteria should be provided in the Technical Part of your Offer.

**Registration of Firm:** The prospective bidder should be a company/firm having physical/legal presence in Pakistan, and shall provide copies of registration documents, like valid certificate of registration of the business, Articles of Incorporation etc. The core business must be in line with the manufacturing/supply of items as mentioned in Annex-B and B1.

**Company Profile:** The bidder shall provide complete company profile including description of the company and the company’s qualifications (contract capacity): A description of your company with the following information: (Relevant documents must be signed/stamped where applicable).

i. Year founded and type of firm (e.g. Manufacturer, Distributor, Reseller);

ii. Number of years of experience in supply of similar products/service.

iii. If multi location company, specify locations of presence in the Pakistan.

iv. Number of institutions the company has supplied same goods/services to. Please, provide contact details of such institutions. UNHCR at its sole option may decide to conduct reference checks of the quality of the products/service and level of after sales services provided by the bidder.

**Financial Capacity:** Your offer should include bank statements or audited financial statements for last year showing an annual turnover amount of at least USD 60,000 - USD 120,000 or equivalent in local currency. Transactions to be considered in the bank statement must be before the issue date of this tender.

**Experience of Firm:** The bidder shall show proof of a minimum of 2 years’ experience in the manufacture/supply of similar items by submitting at least 5 contracts, work orders, POs or reference letters. All documents must be credible with letter heads and/or stamps of issuing organizations.

**Incoterms:** The International Chamber of Commerce Incoterms 2010 shall apply for this ITB and for any resulting purchase orders(s). It shall be DAP - Delivered at Place, at mentioned location(s) as indicated in Annex B and B1 – Technical Specifications annexed to this ITB. Potential supplier shall be responsible and shall cover all risks up to delivery location mentioned in Annex B and B1.

**Installation and Commissioning:** Potential supplier shall be responsible for the delivery,
installation, and commissioning of the equipment/tools/furniture items at respective delivery location(s) (if needed).

**Proposed personnel to carry out the assignment:**
The composition of the team you propose to provide the services.
- **Curriculum Vitae of core staff**

**Warranty:** The bid shall include defects and liability period with terms of warranty. For each item, clearly mention in Annex B2 – Technical Offer Form.

**Vendor Registration Form:** If your company has not been registered yet with UNHCR or has not received a valid Purchase Order for the past two (2) years, you should complete, sign and submit with your technical offer the Vendor Registration Form (Annex D).

**UNHCR General Conditions for Provision of Goods & Services:** Your technical offer should contain your acknowledgement of the UNHCR General Conditions for Provision of Goods & Services by signing Annex E.

**UN Supplier’s Code of Conduct:** Your technical offer should contain your acknowledgement for adherence of the UN Supplier’s code of conduct by signing Annex F.

**Alternative Products:** If you have an alternative product(s) that fulfill the same function or offer better performance in terms of quality, cost-effectiveness, environmental impact, etc., we would like to ask you to include them in your offer in addition to the offer for items specified in Annex B and B1.

Please note, that if these alternative products are deemed as viable alternative to the existing product pending an evaluation from our technical experts, we will be issuing a separate tender notice for purposes of establishing agreements for those.

[IMPORTANT:
If you have alternative product to offer, please clearly indicate the advantages over the standard items (Annex B and B2). Do not send only an offer for an alternative product, i.e. these should be sent in addition to an offer for the standard items requested. Do not send any samples of the products at this stage.

2.4.2 **Content of the FINANCIAL OFFER**

Your separate Financial Offer is to be submitted as per the Financial Offer Form (Annex C) and must contain an overall offer in single currency in PKR.

The following details shall be provided for each item:

**Unit costs:** Your quote shall have:

i. The unit price must be inclusive of all charges including transportation up to the delivery addresses, i.e. **UNHCR Office in Quetta**;

ii. If the total price of a product differs from the stated total price at any line item in Annex-C, the unit price shall prevail. If the sum of total prices of all line items differs from the overall total price stated by the bidder, the line item total prices shall prevail.

UNHCR is exempt from all direct taxes and customs duties. Since UNHCR is undertaking local procurement, therefore, price has to be given without VAT/GST. If requested by the successful bidder, UNHCR shall obtain from authorities GST exemption, upon provision of all required documents by bidder.

You are requested to hold your offer valid for **120** calendar days from the deadline for
submission. UNHCR will make its best effort to select a company within this period. In exceptional circumstances, prior to the expiration of the Bid validity period, UNHCR may request Bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.

UNHCR’s standard payment terms are within 30 days after satisfactory delivery/implementation and receipt of documents in order.

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 qualified suppliers 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:

- Financial standing.
- Core business.
- Track record.
- Contract capacity

For the award of this project, UNHCR has established evaluation criteria which govern the selection of offers received from the primary/main and secondary/Backup link. Evaluation is made on a technical and financial basis.

2.5.2. **Technical Evaluation is in 3 stages stated as follows:**

a. **Formal on a Pass/Fail Basis;** all criteria at this stage are mandatory and only bidders who shall pass it shall qualify for the second stage.

b. **Desk Review of Technical Documents on a Pass/Fail Basis;** all criteria at this stage are mandatory and only bidders who shall pass the previous stage and this one shall qualify for the 3rd stage.

c. **Testing of Link connectivity Performance;** At this stage eligible bidders shall be requested to deploy their links for a period of 5-14 days at their cost for testing. Features to be used in assessing performance will be weighted on a scale of 50. To be considered for financial evaluation, bidder/s must score at least 30/50.

**Summary of Table of Technical Evaluation Stages**

<table>
<thead>
<tr>
<th>Stage 1. Formal Criteria- Mandatory</th>
<th>Pass/Fail</th>
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<tbody>
<tr>
<td>1. Registration/License of the firm as an ISP</td>
<td></td>
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<tr>
<td>2. Acceptance of UNHCR General Conditions for Provision of Service</td>
<td></td>
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<table>
<thead>
<tr>
<th>Stage 2. Desk Review of Technical Documents- Mandatory</th>
<th>Pass/Fail</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Proof of Relevant Experience (minimum 2 clients), minimum bandwidth profile 40Mbps CIR (name of clients and size of bandwidth)</td>
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</tr>
<tr>
<td>2. Medium optical fiber</td>
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<tr>
<td>3. Link redundancy (Minimum two backhauls)</td>
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<tr>
<td>4. Last mile partner details or own fiber</td>
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<tr>
<td>5. BPON or GPON</td>
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<tr>
<td>6. VoIP support</td>
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<tr>
<td>7. Whitelisted PIS</td>
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<tr>
<td>8. Uptime commitment %</td>
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<table>
<thead>
<tr>
<th>Stage 3. Testing</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. ISP test link connectivity performance</td>
<td>50</td>
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</tbody>
</table>
Please note that it is must for the prospective bidders to fulfill the mandatory criteria above. i.e; the firm must be registered and have a valid license to operate in the country as an ISP; and also provide in the technical offer the completed Annex B-1, Technical Compliance/Data Form, and your acknowledgement of the UNHCR General Conditions for Provision of Services by signing Annex-E. Please note that all the technical criteria: Serial # 1-8 are also mandatory.

Test link: minimum score to pass will be 30/50.

2.5.2 Financial evaluation: Financial offers will be opened for only bidders who meet the above baseline criteria at stages 1&2 and who have scored a minimum of 30/50 at stage 3. The eligible bidder with the lowest price offer shall be recommended for contract award.

For evaluation purpose only, the offers submitted in currency other than PKR will be converted into USD using the United Nations rate of exchange in effect on the date when the submissions are due.

UN Global Compact and other factor: UNHCR supports the UN Global compact initiative put forward on 31 January 199 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor, environment, and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.6 SUBMISSION OF BID:

Bids should be submitted by file upload to eTenderBox, the online bid registration tool of UNHCR. The eTenderBox can be accessed via the following URL:

http://etenderbox.unhcr.org

In order to use eTenderBox, registration on the website is required. This registration is exclusively for eTenderBox and does not replace any other registration with UNHCR.

A supplier should have only one registered email account in the system. The supplier must use only that eTenderBox account for managing its offers to UNHCR.

In case the password is forgotten that account cannot be used anymore, and new registration is required. The eTenderBox Registration Guide and Use Manual are available at the above URL and provided as annexes to this RFP.

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

Allowed extension for files to upload are .doc, .docx, .xls, .xlsx, .rtf, .png, .jpg, .jpeg, .pdf, .txt, .zip, .ppt, .pptx, .mbp, .rar, .gif, .tif and .tiff. Executable files (.exe, .bat, .cmd, etc.) should not be uploaded. The maximum size limit per file is 10MB.

Uploaded files can be amended by the Supplier while the tender is open. The selected files for upload are submitted when the ‘Save & Submit’ button is clicked on. Therefore, this button must be clicked before the deadline expires. If done so, the selected files will be submitted and uploaded successfully even if the deadline expires during the file upload. It is the Supplier’s responsibility to ensure that all files of the final offer are submitted by the tender expiration deadline.

Once the deadline for submission is expired, the bid will be automatically closed after which the uploaded files can be reviewed but options for additional upload and deletion of previously uploaded files are not available anymore. To ensure the safe submission of the full and final offer, it is recommended to have all files uploaded well before the tender deadline.
Deadline: 29-April-2022, 23:59 hrs PST

**IMPORTANT:**
Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

It is supplier’s responsibility to verify that documents and correspondence have been submitted properly before the deadline.

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.

**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:

Bidders should bid for all the items listed in the kits. UNHCR reserves the right to accept the whole or part of your bid. 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 for Goods.

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 PKR currency. Payment will be made in accordance with the General Conditions for the Purchase of Goods & 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 GOODS AND SERVICES

Please note that the General Conditions of Contracts (Annex E) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

Associate Supply Officer  
UNHCR Sub office Quetta