Request for Proposal (RFP)

Reference No: AUAF-RFP-15-001

Issue Date: April 10, 2016

Deadline: April 20, 2016 – 10:00 AM

Project:

Provision of Internet Service

80/80 Mbps Internet Bandwidth

with 1:1 Ratio

Required Sealed Bids in two Envelopes, “Technical Proposal” and “Financial Proposal”

The American University of Afghanistan
Darulaman Road,
District 6, Kabul, Afghanistan
1. **Background:**
The American University of Afghanistan (AUAF) is Afghanistan's only private, not-for-profit, institution of higher education, offering internationally-supported degree programs and education.

2. **Project Summary:**
AUAF is seeking qualified vendors for Provision of Internet Connection of 60/60 Mbps, 1:1 Ratio internet bandwidth as listed below. All interested bidders who have similar experience and qualified in supply of mentioned item are invited to bid.

3. **Government Withholding Tax**
Pursuant to Article 72 in the Afghanistan Tax Law effective March 21, 2009, AUAF is required to withhold "contractor" taxes from the gross amounts payable to all Afghan/International for-profit subcontractors/vendors. In accordance with this requirement, AUAF shall withhold two percent (2%) tax from all gross invoices to Afghan subcontractors/vendors under this Agreement with active AISA or Ministry of Commerce license. For subcontractors/vendors without active AISA or Ministry of Commerce license, AUAF shall withhold seven percent (7%) "Contractor" taxes per current Afghanistan Tax Law. Before the signing of this Agreement, the subcontractor/vendor will provide a copy of the organization's AISA or Ministry of Commerce license and TIN (Tax Identification Number). Amounts deducted from the invoices will be forwarded to the Ministry of Finance (MOF) Tax Division credited to the firm's TIN. Records of payments to the MOF shall be maintained on file with AUAF.

4. **Penalty Charges**
If the Vendor fails to supply the specified services within the date stipulated, AUAF shall, without prejudice to its other remedies under the Purchase Order/Contract price, as liquidated damages, deduct a sum equivalent to five percent (5%) of the delivered price of the delayed Goods/Services for each week of the delay until actual delivery, up to a maximum deduction of Ten Percent (10%) of the Purchase Order/Contract/Contract value.

5. **Source, Origin and Nationality**
The vendor may not supply any goods or services manufactured in or shipped from the following countries: Cuba, Iraq, Iran, Laos, Libya, North Korea, or Syria.

6. **Inspection**
AUAF shall have reasonable time to inspect the service and to reject acceptance in not conforming to the specifications of this Purchase Order and offer. Recovery of the rejected item(s) shall be the sole responsibility of the supplier.

7. **Statement of Work/Specification:**

**Summary**
The American University of Afghanistan is requesting quotes for 80/80Mbps (1:1) Internet connection to support existing and anticipated future data, voice, and video traffic. AUAF has many locally hosted application and online apps that requires very stable and fast connection. Details of the requirements are as follows.

**General Requirements:**
• The ISP should have experience with international NGO’s providing large amount of bandwidth.
• The ISP should have a fully functional customer service center situated in Kabul which should be operational 24/7.
• The ISP should provide minimum of 99% uptime. Downtime will be calculated (Total Time – Down Time) X 100 / Total time
• The response time for resolving any faults should take less than an hour after reported.
• Our subnet should be on a separate VLAN due to security concerns.
• Maintenance & Operation, site visits and etc. will be on ISP cost (AUAF won’t pay any charges).
• Delivery and Installation period: One week.
• The ISP should provide us two weeks of trial period to test the service.
• References of three clients shall be filled in Appendix B.

Specific Requirements:
• Provide us dedicated 1:1 Internet connection (Fiber backbone).
• The ISP should provide online/live bandwidth monitoring system like MRTG.
• Latency should be less than 200 msec. from router port to peering point (US End).
• The connection from ISP to Main Campus can be Microwave or Wimax.
• Trace route to google.com should not exceed 10 hops.
• Provide NS and DNS servers.
• Bandwidth is as follows:
  o Fiber connection 80Mbps/80Mbps Dedicated 1:1.
  o Provide us with Subnet /29 (Fifteen usable Public IP’s).
  o Our subnet/Link should not be behind any NAT/Proxy system.
  o No content filtering on the provide subnet.
• The backup link shall be at least 50% of the primary link.

Internet Service Outage Penalty Charges:
• If the ISP fails to provide Internet access availability, equivalent to the price of One day’s services shall be deducted from the ISP’s next due invoice for each One hour of during which such access was not available. (i.e.: 24hrs x 30 (days) = 720 hrs. Guaranteed level shall be 99% or 712.8 hours. If services level reduces 712.8 hours for each month, then an amount of $660 shall be deducted for each hour of no Internet service beyond guaranteed level of Internet service.

Equipment:
• ISP owned recommended equipment for free until end of agreement.
• The equipment’s should be able to support 100/100Mbps.
• Any equipment’s provided must be new and purchased from the manufacturer, not refurbished or purchased from “secondary markets” or “independent re-furbishers.”

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<th>No</th>
<th>Description</th>
<th>Specification</th>
<th>Remarks</th>
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Install Deliverable:

- Location for the fiber based Internet connection is Darulaman Main Road, AUAF Compound, Kabul, Afghanistan.
- Provide online MRTG reporting of the bandwidth usage.
- Standards should be followed by installation of the cable from the antenna to the router. Outdoor cable covered by plastic pipe.

Final Presentation:

- Provided connection will be tested with various tools (bandwidth monitor, traffic monitor, due meter, MRTG and etc.).
- Uptime and downtime will be tested using various protocols to different servers at US at US (google.com and yahoo.com).
- Packet loss shall not exceed 0%.

Completion / Termination

The duration of Internet service contract will be for one year with the possibility of extension depending on the quality of service and AUAF may terminate the contract at any time due to poor performance, support and/or service.

Other Conditions:

- AUAF has to be informed 72 hours prior to any kinds of maintenance or any other disruption.
- AUAF has to be informed 1-month in advance before changing any public IP’s.
- The ISP can change the public IP’s only if AUAF has approved.

Provided Public IPs should not be blacklisted in any domain, if it happened it is the ISP’s responsibility to whitelist them.

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<tr>
<th>No</th>
<th>Generic Description</th>
<th>Quantity</th>
<th>Unit</th>
<th>Unit Cost USD/Month</th>
<th>Total Cost USD</th>
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<tbody>
<tr>
<td>1</td>
<td>Provision of Internet Connection 80/80 Mbps, 1:1 Ratio Bandwidth; Based on the SOW described above</td>
<td>12</td>
<td>Months</td>
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Total Price in USD
8. Evaluation Process:
The proposals will be evaluated in terms of fairness, cost-consciousness, and best value to the AUAF considering both technical and cost factors.

AUAF may reject all of the proposals submitted for good cause. AUAF may negotiate price or service provided in terms with one or more of the bidders if it feels that negotiations would improve the chances that AUAF receives a better quotation.

Technical Proposal Factors for award:

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<tr>
<th>S. No.</th>
<th>Parameter</th>
<th>Score</th>
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<tr>
<td>1.0</td>
<td>ISP has valid AISA and ATRA License</td>
<td>10</td>
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<td>2.0</td>
<td>ISP has clear understanding of Scope of work and its requirements</td>
<td>10</td>
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<td><em>For Example, ISP has clear understanding of the SOW and the proposal has all the required detail to meet the requirement.</em></td>
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<td>3.0</td>
<td>ISP has enough Past performance with similar scale and scope</td>
<td>15</td>
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<td><em>(For example, ISP has provided at least contact details of at least three of its clients to which the ISP has provided Internet Services with similar scale and scope.)</em></td>
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<td>4.0</td>
<td>ISP’s Qualifications &amp; experience and personnel</td>
<td>15</td>
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<td><em>(For example, ISP has enough experience (at least 5 years) in providing Internet Services in Afghanistan. ISP has technical and qualified personnel to provide support incase link disruption or any other technical problem.)</em></td>
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<td>5.0</td>
<td>ISP has backup solution other than their Fiber link</td>
<td>20</td>
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<td><em>(For Example, in case the primary link (Fiber link) is disrupted, the ISP shall be able to connect AUAF to Internet through VSAT)</em></td>
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<td>6.0</td>
<td>ISP’s Support Services</td>
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<td><em>(For Example, ISP support team is available to answer questions and solve problems 24/7 via phone, email or chat. ISP has provided contact details of its support team and has agreed to answer all calls in under two minutes.)</em></td>
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<td>7.0</td>
<td>ISP has fully functional Network Operation Center in Kabul.</td>
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<td><em>(For Example, ISP has necessary software and tools to manage Internet Service Provided to AUAF, ISP is able to provide access to AUAF IT team to visit their NOC.)</em></td>
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Total 100

RFQ Terms & Conditions:
Please read carefully read all terms and conditions of RFQ before you bid.

| Administrative Requirements | 1. Valid AISA License and ISP license under the law of country of Afghanistan.  
| Warranty                   | Required                                      |
| Payment Terms              | Monthly; 20 days after receipt of services and invoice at the end of each month. |
| Validity of Quotation      | 60 days                                       |
| Completeness of quotation. | ☐ Partial bids allowed ☐ Partial bids not allowed |
| Delivery Point for Proposals: | Attn: Procurement Department  
|                           | AUAF East Gate on Darulaman Main Road  
|                           | The American University of Afghanistan - AUAF |
9. Proposal Submission guidelines:
The proposal shall consist of the following:

Sealed Bids should be submitted in two sealed envelopes, one Technical Proposal and Financial Proposal in hard copies only to the above mentioned address by no later than April 20, 2016 – 10:00 AM. Electronic bids are not permitted and will not be considered. Bids/Proposals received after the due date will not be considered further.

Note: Please clearly write down on the envelopes separately “Technical Proposal” and “Financial Proposal” so that we can easily identify what envelope contains what!!

10. Others:
AUAF as a not-for-profit educational institution expects to be charged no more than standard humanitarian agency rates.
AUAF will not pay any of the bidders’ cost of preparing their proposals under this RFQ.

11. Offeror Information:
Kindly provide the following information in your offers:

Authorized Signature:
Name:
Title:
Company:
Email Address:
Telephone(s):
APENDIX A

COMPANY’S BUSINESS LICENSE

Please Attach
APPENDX B

SUMMARY OF RELEVANT CAPABILITY, EXPERIENCE AND PAST PERFORMANCE

Include projects that best illustrate your experience relevant to this (RFQ) or similar activities, sorted by decreasing order of completion date.

Projects should have been undertaken in the past three years (i.e. 2012, 2013 and 2014).

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<tr>
<th>No</th>
<th>Project Title and Description of Activities</th>
<th>Location Province/District</th>
<th>Client Name/Tel #</th>
<th>Cost in US$</th>
<th>Start Dates</th>
<th>End Dates</th>
<th>Completed on Schedule (Yes/No)</th>
<th>Subcontractor or Prime Contractor?</th>
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