

**Re: Call for Quotation for Internet Connectivity for Action Africa Help (AAH) South Sudan**

**Project Title: Connectivity of Internet for Nineteen (19) Sites:**

**Back Ground:**

Action Africa Help (AAH) is a nongovernmental Organization and nonprofit making operating in South Sudan with a mission to support disadvantaged Communities to sustainably improve their standard of living through Community empowerment approach in partnership with stake holders. AAH implements Primary Health Care (PHC), Agriculture, Humanitarian aid projects and Capacity Building.

The organization is calling for quotes from competent and reputable Companies for the provision of Internet connectivity. AAH-I South Sudan has nineteen (**19**) sites where Internet connectivity is provided using a variety of satellite technologies (**VSAT**), and the sites are detailed in **Annexes (A)** and **(B)** below:

**Scope**

**Elements of the Scope**

**Objectives:**

- Find an Internet Service Provider (ISP) who has a proven track record in South Sudan and is used to providing reliable support in remote locations.
- The ISP provides reliable Internet connectivity at all AAH sites.
- The ISP provides technical support and maintenance to ensure the operation and delivery of the Internet connectivity.

**Tasks**

- Install all equipment necessary to provide Internet connectivity
- Provide reliable Internet connectivity over the contract period
- Provide continuous monitoring and maintenance to ensure the delivery and operation of Internet connectivity
- Provide technical support as necessary

**Requirement:**

AAH currently has nineteen (**19**) sites requiring Internet connectivity. Internet connectivity is provided through a variety of satellite (**VSAT**) platforms and different types of service plans as described in **Annex A**. Internet connectivity could be provided through the same or different platforms.

If the bid proposes a different platform, the proposal must indicate installation and equipment costs and ongoing service fees for the 6 months of the proposed contract. If the service plan is different the level of service provided must be equivalent to that in **Annex A**.

The proposal must provide costings for each site and a total cost for all the nineteen (**19**) sites. **Annex A** also provides information concerning the sites: location, current platform and specifications of the equipment, service plans, number of users etc.

The proposal must indicate platform chosen, bandwidth details (speed, contention ratio, any limits, how bandwidth usage is controlled etc.). If the service is capped the proposal must

indicate the cost to provide additional bandwidth. **Annex B** is provided as a suggested format for a summary of the proposal.

**Period of Contract**

The period of contract (including upgrade, testing and operation) is from **July 2016 to December 2016**.

**Bid Preparation Instructions**

AAH requests that bidders provide their bid as follows:

**Section I:** Technical Bid (Hard copy only)

**Section II:** Financial Bid (Hard copy only)

**Section I: Technical Bid**

In their technical bid, bidders should explain and demonstrate how they propose to meet the requirements and how they will carry out the Work. For evaluation purposes, all the information must be included in the bid, and must not require access to other documents not included in the bid (such as a website, etc.).

**Section II: Financial Bid**

The **cost/financial proposal** has to be submitted in a separate file. **The bidder must submit the Cost/financial proposal as one cost: installation and equipment plus the ongoing service fees.**

**Evaluation procedures and bases for selection**

**1. Evaluation Procedures**

**(a)** Bids will be assessed in accordance with the entire requirement of the bid solicitation including the technical and financial evaluation criteria.

**(b)** An evaluation team composed of representatives of AAH will evaluate the bids.

**1.1 Technical Evaluation**

**1.1.1 Mandatory Technical Criteria**

The bidder must demonstrate that, it can offer the best services as per the requirements above. For a bid to be considered compliant, the bidder must demonstrate that all the criteria below are met, with examples of current capabilities or reference to existing contracts, among others.

Mandatory Criteria	Met/Not Met (Yes or No)	Cross Reference to Proposal (specify page and project number)
<p><b>M1 <u>Experience of the Bidder</u></b>                      The Bidder must have acquired minimum four (4) years of experience by the bid closing date, in providing the type of services as described in the requirements.</p>		

<p>Proof provided by projects of similar scope defined as follows:</p> <p><b>(a)</b> Non-commercial organisations (diplomatic, UN, NGO etc.) or an international company located in South Sudan (e.g. international corporation, insurance company, bank, etc.),</p> <p><b>(b)</b> Minimum duration of twelve (12) months for each project/experience.</p> <p>For each project/experience the following details must be provided:</p> <p><b>(a)</b> Project/experience title and customer/client organization.</p> <p><b>(b)</b> Duration of the project (i.e. starts and end dates in month/year).</p> <p><b>(c)</b> Location</p> <p><b>(d)</b> Brief description of scope and responsibilities.</p> <p><b>(e)</b> The name, title, telephone number and e-mail address for a customer/client reference</p> <p><b>The Contracting Authority</b> reserves the right to contact references for validation purposes</p>		
<p><b>M2</b> The bidder must provide client contacts (references) where they successfully implemented similar Internet connectivity. Eligible references are from organizations as described in <b>M1</b>. The following references are required:</p>		
<ol style="list-style-type: none"> <li>1. Three references from organisations located in <b>Yida, Jam Jang and Maban</b>. There must be a reference from each location.</li> <li>2. 2 from organisations located in 2 different locations from the following list: <b>Yei, Yambio, Wau, Rumbek, Mundri, Ibba, Morobo or Maridi</b></li> <li>3. 2 from organisations located in <b>Juba</b>.</li> </ol>		
<p>The Contracting Authority may contact the reference to confirm successful completion of the bidder's contract.</p> <p>References should include the following:</p> <ul style="list-style-type: none"> <li>• <b>Organization</b></li> <li>• <b>Contact name</b></li> <li>• <b>Telephone Number</b></li> <li>• <b>Email address</b></li> <li>• <b>Date and duration of the contract.</b></li> </ul>		
<p><b>M3</b> The bidder must have more than twenty (<b>25</b>) staff members located in South Sudan with an appropriate mix of technical and logistical support</p> <p>*** The bidder must provide a breakdown of all the staff functions (technical experts, network support, administration, etc.)</p>		
<p><b>M4</b> The bidder must provide details of their support and</p>		

escalation procedures and service level agreement (SLA).		
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**Point Rated Technical Evaluation Criteria**

Point rated criteria is used to establish the minimum requirements by setting a passing mark that a response must meet to be considered a valid and responsive response.

Proposals will be evaluated and scored in accordance with specific evaluation criteria as detailed in this section. A bidder must obtain a minimum pass mark of **112Points (70%)** out of a maximum of **160 points** for the proposed resource in order to be considered responsive.

RT1 – Organization and Management			
#	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT1	The Bidder should describe its organization, management and personnel to fulfill the requirements above.	The Bidder should describe its logistical/administrative approach to include at minimum the following:	
		<b>Team Organization and Description</b> Description of the team including its organization, supervision, the proposed number of resources, their roles (e.g. Technical, Logistical support) their responsibilities and relevant experience.	Up to 30 points
		<b>Management of the Contract</b> Support and escalation procedures and service level agreement.	Up to 30 points
<b>Maximum Points =</b>			<b>60</b>

**Rating: (Max 60 points)**

Significantly exceeds the requirement 46-60	Exceeds the requirement 31-45	Adequate 16-30	Does not meet the requirement 0-15
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RT2 – Technical suitability			
#	Point Rated Technical Criteria	Bid Preparation Instructions	Weighting
RT2	The Bidder should describe how it will fulfill the technical requirements above,	The Bidder should describe its technical approach to include at minimum the following:	
	Statement of Work.	<b>Quality of references</b> Number of clients/references provided and types of connection Client overall satisfaction Reliability of services Technical support experience.	Up to 60 points
		<b>Technical quality of proposal</b> Technical details of the proposal (latency, access control, availability etc.)	Up to 40 points

<b>Maximum Points =</b>	<b>100</b>
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**Rating: (Max 100 points)**

Significantly exceeds the requirement <b>81-100</b>	Exceeds the requirement <b>61-80</b>	Adequate <b>41-60</b>	Does not meet the requirement <b>0-40</b>
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**References**

If reference checks are conducted by AAH, they will be conducted by telephone. AAH will call all the references on the same day. AAH will not accept references if they are not received within 5 working days of the request.

On the third working day after sending out the reference check request, if AAH has not received a response, AAH will notify the Bidder by email, to allow the Bidder to contact its reference directly to ensure that it responds to AAH within 5 working days. If the individual named by a Bidder is unavailable when required during the evaluation period, the Bidder may provide the name and email address of an alternate contact person from the same customer.

Bidders will only be provided with this opportunity once for each customer, and only if the originally named individual is unavailable to respond (i.e., the Bidder will not be provided with an opportunity to submit the name of an alternate contact person if the original contact person indicates that he or she is unwilling or unable to respond). The 5 working days will not be extended to provide additional time for the new contact to respond.

Whether or not to conduct reference checks is discretionary. However, if AAH chooses to conduct reference checks for any given rated or mandatory requirement, it will check the references for that requirement for all bidders who have not, at that point, been found non-responsive.

**Basis of Selection:**

- The bidder must provide documentary proof as stipulated.
- Highest Combined Rating of:
  - Technical Merit **70%**
  - The price **20%**
  - Admin documents **10% are mandatory (licenses specified, bank details)**
- Comply with all the requirements of the bid solicitation; and meet all mandatory criteria; and
- Obtain the required minimum of **112 points** overall for the technical evaluation criteria which are subject to point rating. The rating is performed on a scale of **160 points**.
- The selection will be based on the highest responsive combined rating of technical merit, price and admin. documents. The ratio will be **70%** for the technical merit and **20%** for the price and **10%** Admin documents.

- To establish the technical merit score, the overall technical score for each responsive bid will be determined as follows: total number of points obtained / maximum number of points available multiplied by the ratio of **70%**
- To establish the pricing score, each responsive bid will be prorated against the lowest evaluated price and the ratio of **20%** and the Admin document **10%**
- For each responsive bid, the technical merit score, pricing score and Admin. documents score will be added to determine its combined rating.
- Neither the responsive bid obtaining the highest technical score nor the one with the lowest evaluated price will necessarily be accepted. The responsive bid with the highest combined rating of technical merit, price and Admin. Documents will be recommended for award of a contract.

**Price and Currency:**

The prices shall be fixed prices, and shall be free of **VAT** and other public charges. The quotation will be in **United States Dollars (USD)**.

**Submission of Quotes:**

Only the supplier who operates in the Republic of South Sudan shall submit quotations and the quotations shall be submitted in **Hard copies only in sealed envelopes**, and there shall be no submission of quotations in soft copies. The suppliers must adhere to this instruction to avoid inconvenience.

**License from the Ministry of Telecoms:**

The bidder must have a valid and operational license from the Ministry of Telecommunications and Postal Services to operate as an Internet Service Provider in the Republic of South Sudan (**RSS**).

**Business Operation License:**

The bidder must have valid and updated business operation license from the government of the Republic of South Sudan (RS) as stipulated below:

- (a) Certificate of registration with the Ministry of Finance and Directorate of Taxation
- (b) Certificate of registration with the Ministry of Commerce and Industry
- (c) Certificate of Incorporation with the Ministry of Justice
- (d) Import license from the Ministry of Commerce Industry, & Investment Department of Trade

**Bank details:**

The bidders must avail their updated Bank statements and this will help AAH to assess the financial capabilities of the bidders during the evaluation.

**Submission Address:**

The bids shall be submitted to:

AAH-I-I/UNHCR Logistic Base Juba South Sudan  
Near Jit Super Market, the Envelope Should be  
marked Provision for Internet Connectivity for  
AAH-I South Sudan. **Tender: AAH-I SS RFQ NO:  
5036/5672/5727/4955/6301**

**Registration for submission:**

Please ensure that, you register your hand delivered quotation with the Procurement department and drop it in the bid box yourself, before you leave the Procurement department.

**Request for clarifications:**

Any request for clarification must be made in writing through the email: [procurement.southsudan@actionafricahelp.org](mailto:procurement.southsudan@actionafricahelp.org) strictly and must be received not later than **Tuesday the 31<sup>st</sup> of May 2016 3:30 pm local time.**

**Dead line for the submission of the quotes:**

The deadline for the submission of the quotes will be strictly on **Friday the 3<sup>rd</sup> of June 2016 at 12:00pm pm local time.**

**Opening of the quotes:**

The quotations (Bids) will be opened on **Friday the 3<sup>rd</sup> of June 2016, at 3:00 pm local time** and there will be public opening of the quotations. The suppliers (bidders) should send their representatives for the opening of the bids.

**Notification of the results:**

Only the successful and competitive bidder will be notified, and if you do not receive an order in writing within two weeks after the expiring of the dead line, for the award of the contract, consider your bids not successful.

**Award of the Contract:**

The Contract agreement shall be awarded to the competitive bidder. The resulting contract will be a Frame Work Agreement with an initial period of 6 months, but extendable subject to performance and mutual agreement by both Parties.

**Bid validity:**

The contract should be awarded to the successful bidder not later than **10<sup>th</sup> of June 2016** and your bids should remain valid until that date.

**Language for the bids:**

The language for the bids shall be **English** only, no other languages to be used.

**Delivery location:**

The successful supplier or bidder shall be expected to make delivery and carry out the connectivity to the nineteen sites nineteen **(19)** sites as detailed in **Annex (A)**. All costs relating to the delivery of the materials shall be met by the successful supplier.

**Quality and Quantity Inspection:**

There will be a quality control and inspection of the materials upon the delivery. This quality control and Inspection will either be carried out by AAH or its authorized representative. The supplier must inform AAH or its authorized representative in good time at least three days in advance as to when the inspection can be carried out.

**Terms of payment:**

Payment shall be made with a minimum of 30 working days after the completion of the delivery, and connectivity of the Internet subject to appropriate deduction for incomplete deliveries and connectivity upon the presentation of commercial Invoice. Payment will be made by Bank transfer to the supplier's Bank Account or through Cheque deposit, in United States Dollars **(USD)**

AAH South Sudan is under no obligation to accept award the Contract to the lowest priced quotation. Award of the Contact will be based on comprehensive evaluation criteria which will take into consideration the value for money, principally comprehensiveness of quotation, consistency with the specifications, delivery time, and price among others.

**Annex A – AAH locations requiring Internet connectivity**

S/No:	AAH-I OFFICE/ SITES	Platform	Dish size	Modem	Service plans	Projected No. users
01	Juba Country Office	YahClickKa-band	0.98M	Hughes HN7460	Yah Click Business 100 GB 7 Mbps best effort	10-15
<b>S/No</b>	<b>Humanitarian Logistics</b>					
01	Juba Logistics	YahClickKa-band	0.98M	Hughes HN7460	YahClick Business 360GB 15Mbps 3,072/15,360 Kbps best effort	16-20
02	Juba Warehouse	YahClickKa-band	0.98M	Hughes HN7460	YahClick Business 80GB 2 Mbps 512/2,048 Kbps best effort	3-6
03	Yida Residence	YahClickKa-band	0.98M	Hughes HN7460	YahClick Business 30GB 5mbps best effort	3-5
04	Yida Warehouse	Ku-band	1.2M	X3 Modem	256/512 Kbps (1:8)	3-7
05	Jamjang Office	YahClickKa-band	0.98M	Hughes HN7460	YahClick Business 270GB 10 Mbps 3,072/10,240 Kbps best effort	12-16
06	Yei Logistics Base	C-band	2.4M	X3 Modem	64/128 Kbps (1:5)	2-5
07	Yambio Office	Ku-band I Direct	1.2M	X3 Modem	128/512kbps (1:8)	3-8
08	Wau Office	Ku-band	1.2M	Hughes HN	84 Kbps shared uplink/ 336kbps downlink with a 8GB monthly cap	3-7
09	Maban Office	C-band i-Direct	2.4M	X3 Modem	512/1024 Kbps (1:4)	6-10
10	Rumbek Office	Ku-band	1.2M	X3 Modem	256/768 Kbps (1:10)	3-8
<b>S/No</b>	<b>Health</b>					
01	Maridi Office	Ku-band	1.2M	Hughes	256/1024 Kbps (1:4)	6-10
02	Maridi N. Training Sch.	YahClickKa-band	0.98M	Hughes HN460	YahClick Business 20 GB 5 Mbps Best effort	2-4
03	Yei HPF	Ku-band iWAY	1.2M	iDirect X3	iWAY 848, 212 Kbps shared uplink/848 Kbps un-contended downlink with a 20GB monthly cap	3-4
04	Ibba HPF	Ku-band	1.2M	iDirect X3	256/512 (1:8)	3-4
05	Morobo HPF	Ku-band	1.2M	iDirect X3	256/512 (1:8)	3-4
06	Maridi HPF	Ku-band	1.2M	iDirect X1	256/512 (1:8)	3-4
07	Mundri West HPF	Ku-band	1.2M	iDirect X1	256/512 (1:8)	3-4
<b>S/No</b>	<b>Peace Building</b>					
01	Yei CAPOR	Ku-Band	1.2M	X3 Modem	170 Kbps (shared up)/680 Kbps (download) with a 24GB monthly cap	3-7
	<b>Total of sites = (19)</b>					



**Annex B – Suggested summary of Internet connectivity**

S/No:	AAH-I OFFICE/ SITE	Platform Dish size Modem	Technical details (latency, contention ratio, capped / unlimited, upload / download etc.)	One-time costs (A)	Monthly costs (B)	Costs for 6 months (C) = Bx6	Total costs (A + C)	Payment terms
	<b>Country Office</b>							
01	Juba Country Office							
<b>S/No:</b>	<b>Humanitarian Logistics</b>							
01	Juba Logistics Base							
02	Juba Warehouse							
03	Yida Residence							
04	Yida Warehouse							
05	Jamjang Office							
06	Yei Logistics Base							
07	Yambio Office							
08	Wau Office							
09	Maban Office							
10	Rumbek Office							
<b>S/No:</b>	<b>Health</b>							
01	Maridi Office- <b>BFTW</b>							
02	Maridi Nursing Training School							
03	Ibba – <b>HPF</b>							
04	Morobo- <b>HPF</b>							
05	Maridi- <b>HPF</b>							
06	Mundri West- <b>HPF</b>							
07	Yei- <b>HPF</b>							
<b>S/No:</b>	<b>Peace building</b>							
01	Yei CAPOR							
–	<b>Total of all the sites = (19)</b>							