


Reference No.: HLSS/ADM001/ADM/106/23 INTERNET SERVICES	REQUEST FOR PROPOSAL (RFP) Health Link South Sudan Tongpiny No72 Block 3 K South Juba South Sudan	
Important: All Correspondence will refer to the Request for Quotation Number above.		

Introduction :

Health Link South Sudan (HLSS) seeks to secure competitive bids for selecting Internet Service Providers. Eligible and technically qualified ISPs Competent to provide Internet Services to HLSS for an initial period of **One (1) year – 2023 – 2024**. ISPs are requested to submit their bids as below:

Tender Timeline was suggested as follows:

Tender steps	Planned date	Effective date	
RFQ advertising from-to.	01 st March 2023	13 th March 2023	Confirmed
Receiving Questions from potential tenderers.	02 nd March 2023	10 th March 2023	Confirmed
Response to questions by HLSS.	02 nd March 2023	10 th March 2023	Confirmed
Deadline for submission of Bid reply.	13th March 2023	13th March 2023	Confirmed
Tender opening day/time.	15 th March 2023	15 th March 2023	Tentative
Tender committee review of bids.	15 th March 2023	16 th March 2023	Tentative
Financial evaluation of RFQ/ITT.	16 th March 2023	16 th March 2023	Tentative
Tender committee feedback to bidders	17 th March 2023	17 th March 2023	Tentative
Tender committee conclusion.	18 th March 2023	18 th March 2023	Tentative
Proposed contract award and signing date.	20 th March 2023	20 th March 2023	Tentative

QUESTIONS:

Interested companies have the possibility to submit enquiries regarding the tender process. All questions need to be submitted by email using uniquely this email addresses **no later than not later 17:00 hours on 10th March 2023.**

DO NOT CALL FOR ENQUIRIES / CLARIFICATIONS

For inquiries, write to rfq@healthlinksouthsudan.org

All questions received and answers provided will be consolidated by Health link South Sudan and shared on **10th March 2023** to all companies who have shown their interest in the tender process.

DOCUMENTS COMPRISING THE BID

#	The following shall constitute the Quotation Documents to be submitted by the Service Provider:	Mandatory / Optional
1.	Valid Certificate of registration/Incorporation (Provide a copy).	Mandatory
2.	Valid Copy of Taxation clearance certificate.	Mandatory
3.	License to operate Internet Service provision in South Sudan.	Mandatory
4.	Operational license (Provide copy).	Mandatory

5.	Minimum three or more letters of recommendation from organisations and institutions indicating your company has been awarded a similar contract for 2018 – 2023 with NGOs or UN Agencies	Mandatory
6.	Signed & stamped Financial Proposal RFQ /BOQ.	Mandatory
7.	A technical proposal detailing the Company Profile with a brief description of the firm's organisation, Structure, Organogram, and summary of the senior personnel in the company.	Mandatory

Where to submit your Quotation:

WHERE?

Address:
Health Link South Sudan
Tongpiny No72 Block 3 K South
Juba, South Sudan

Opposite – USA Embassy
Residence.

All physical bids need to be submitted by the deadline above mentioned in a **SEALED TENDER BOX** upon signature of a **Tender Log book at HLSS Reception**: this is where we will formally acknowledge that your company has submitted an offer for this Tender.

[No other type of physical submission will be accepted.](#)

All Envelopes Needs To be Sealed And Labeled In This Format; **HLSS/ADM001/ADM/106/23**

INTERNET SERVICES.

By Email to the following address

bids@healthlinksouthsudan.org

All Bids should be valid for **at least 90 Days after bid**

Submission.

APPENDIX 1 Total Costing for internet provision

Summary of Bid Prices.

<i>No.</i>	<i>Description</i>	<i>Total Price in USD (\$)</i>
1.	Grand Total for all sites	

We have carefully checked and examined all bid documents and offer; the costs above are fixed and not subject to any changes or alterations, including those due to currency fluctuations.

Total Price **USD (\$)** _____ }

In words [_____]

Bidder's Signature

Stamp

Date

Bidder must stamp this document with their legal company stamp. No bid will be accepted without agenuine company stamp.

Specifications:
PROVISION OF INTERNET SERVICES 2023-2024

Please provide Your Quotation for the following sites as per specified Bandwidths:

S.NO.	SITE LOCATION	CONNECTION TYPE	SITE PLAN /BANDWIDTH.
1.	HLSS Juba Office	Fibre internet connectivity with WIMAX back Up	Uplink:20mbps Downlink:20mbps Dedicated
2.	HLSS Juba CHD Office	Fibre internet connectivity	Uplink:4mbps Downlink:4mbps Dedicated
3.	HLSS Torit field Office	VSAT (KU-Band) internet connectivity	Uplink:5mbps Downlink:5mbps Dedicated
4.	Imehejek Hospital	VSAT (KU-Band) internet connectivity	Uplink:1mbps Downlink:2mbps Dedicated
5.	HLSS Ikwoto field Office	VSAT (KU-Band) internet connectivity	Uplink:2mbps Downlink:2mbps Dedicated
6.	Imehejek CHD Office	VSAT (KU-Band) internet connectivity	Uplink:1mbps Downlink:2mbps
7.	ISOHE MISSION HOSPITAL	VSAT (KU-Band) internet connectivity	Uplink:1mbps Downlink:2mbps Dedicated
8.	Lafon PHCC	VSAT (KU-Band) internet connectivity	Uplink:1mbps Downlink:2mbps
9.	HLSS Nimule field Office	Fibre internet connectivity	Uplink:2mbps Downlink:2mbps Dedicated
10.	Magwi CHD Office	VSAT (KU-Band) internet connectivity	Uplink:1mbps Downlink:2mbps Dedicated
11.	HLSS Magwi Field Office	VSAT (KU-Band) internet connectivity	Uplink:2mbps Downlink:2mbps Dedicated
12.	HLSS Malakal field Office	VSAT (KU-Band) internet connectivity	Uplink:1mbps Downlink:2mbps Dedicated
13.	HLSS Chuckdum field Office	VSAT (KU-Band) internet connectivity	Uplink:1mbps Downlink:2mbps
14.	KIMOTONG PHCC	VSAT (KU-Band) internet connectivity	Uplink:1mbps Downlink:2mbps
15.	Ngauoro field Site	VSAT (KU-Band) internet connectivity	Uplink:1mbps Downlink:2mbps

- **Hardware and any other start-up gadgets on free lease.**
- **Online monitoring of connection (link status and utilisation of bandwidth login portal) indicating monthly usage reports.**
- **Service availability level 99.9% uptime.**
- **Managed router located at Health link premise.**

The winning bidder(s) will enter into a fixed-term contract of one year, renewable, subject to evaluation and performance. Bidders shall be domiciled and must have complied with all Government legal Regulations to operate in South Sudan and regular taxpayers. The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices in South Sudan or any other country of operation.

GENERAL INSTRUCTION TO BIDDERS

- The bidder will drop the envelope into a tender box at the HLSS office reception and shall register the company and name of the person dropping the envelope. If all envelopes are not sealed and marked as required, the tender committee will reject the bid during the review time.
- Any delay in HLSS's response shall not be used as a reason for extending the deadline for submission unless HLSS determines that such an extension is necessary and communicates a new deadline to the Proposers.
- The quotation that complies with all of the specifications and requirements and offers the lowest price and all other evaluation criteria shall be selected. Any offer that does not meet the requirements shall be rejected.
- **Errors, omissions, inaccuracies, variations and clarification in the Quotation Documents.** The documents and forms requested to solicit Quotations shall form part of the Contract; hence care should be taken in completing these documents. Any discrepancy between the unit price and the total price (obtained by multiplying the unit price and quantity) shall be re-computed by HLSS. The unit price shall prevail, and the total price shall be corrected. If the supplier does not accept the final price based on HLSS's re-computation and correction of errors, its quotation will be rejected.
- Bidders shall not be entitled to base any claims on errors, omissions, or inaccuracies made in the Quotation Documents. Bidders requiring any clarifications on the content of this document may notify HLSS in writing using the following email address rfq@healthlinksouthsudan.org.
- At any time during the validity of the quotation, no price variation due to escalation, inflation, fluctuation in exchange rates, or any other market factors shall be accepted by HLSS after it has received the quotation.
- HLSS is not bound to accept any quotation, award a contract/Purchase Order, nor be responsible for any costs associated with a Supplier's preparation and submission of a quotation, regardless of the outcome or the manner of conducting the selection process.
- HLSS encourages every prospective Vendor to avoid and prevent conflicts of interest by disclosing to HLSS if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this RFQ.
- HLSS reserves the right to accept or reject any quotations, and to cancel the procurement process and reject all quotations at any time before the award of Purchase Order or Contract, without thereby incurring any liability to the affected Contractor/s or any obligation to inform the affected Contractor/s of the ground for the HLSS's action.
- **Validity of Quotation.** Price Quotation shall remain valid thirty (90) days after the quotation submission deadline. In exceptional circumstances, before the expiry of the quotations, HLSS may request that the Contractors extend the validity period for a specified additional period. The request and the response thereto shall be made in writing. A Contractor agreeing to the request will not be required or permitted to modify its quotation.

Rejection of Quotations

- **Any Supplier that fails to attach the following documentation with the bid will be disqualified immediately;**
 1. Copy of valid tax clearance certificate.
 2. Copy of company incorporation certificate (Renewed). **Make sure to submit both sides & stamped.**
 3. The bid should have at least three months' quote validity with a clear delivery lead time.
 4. Currency of the offer should be USD with clear payment terms.
 5. Sign & Stamp RFQ.
 6. Copy of a minimum of three purchase orders or Contracts that reflect delivering the same category of Service (**Provision Of Internet Services**) to other organisations since 2018 – 2023