



## **INVITATION TO TENDER**

**Tender Name:**  
**Provisioning of Fiber Optic Internet Services ref no. OCA/05/21**

**Buyer:**  
**MSF Holland, Juba Office –South Sudan**

**Issue Date:** 12/05/2021

**Deadline Submission Date:** 31/05/2021

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**Definitions**

ITT:	Invitation to Tender
Tender process:	The time period commencing from the invitation to tender to the tender award decision
Tenderer(s):	Internet Service provider

# Terms of Reference- Tender for Provision of Fiber Optic internet

## Section 1: Basic information about MSF

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### 1. MSF in brief

Médecins Sans Frontières (MSF) is an international, independent, medical humanitarian organisation that delivers emergency aid to people affected by armed conflict, epidemics, natural disasters and exclusion from healthcare. MSF offers assistance to people based on need, irrespective of race, religion, gender or political affiliation.

## Section 2 : Background information for Tenderers

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MSF Holland invites sealed bids /tenders from eligible companies for Provision of Premium Quality (**8mbps** download speed, ratio of 1:1) Fiber Optic Internet Services each for the office and Guesthouse; option of bandwidth sharing between Office and Guest-House (i.e. Bandwidth allocation should be done according to needs and time period). The internet should always remain activated regardless of any fiber cut or break down that may affect the provider.

## Section 3 : Invitation to Tender (ITT) – Guidelines of this tender

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### 1. General

- 1.1. These guidelines are intended to ensure that all Tenderers are given fair and equal consideration. Sufficient detail has been provided to assist the Tenderer to provide a comprehensive Tender document.
- 1.2. The Tenderer automatically accepts these Conditions of Participation by participating in the tender process.
- 1.3. Any information or document prepared or shared by MSF Holland in connection with this Tender shall remain the property of MSF Holland and shall be used only for the purpose of this procurement exercise.
- 1.4. The Tenderer shall not make contact with any other employee or consultant of MSF Holland who are in any way connected with this tender process during the period of this tender, unless instructed otherwise by MSF Holland.
- 1.5. MSF Holland shall not be committed to any obligation as a result of: issuing this invitation to participate in this tender process, or by communicating with a Tenderer or a Tenderer's representatives or agents in respect of this tender process.
- 1.6. Tenderers shall accept and acknowledge that by issuing this tender, MSF Holland shall not be bound to accept any Tender and reserves the right not to conclude a Contract Agreement for some or all of the services for which Tenders are invited.
- 1.7. MSF Holland reserves the right to amend, add to or withdraw all, or any part of this tender invitation at any time during the tender process.
- 1.8. The official contact of the Tenderers will have expressed an interest by completing and submitting to MSF Holland the tender acknowledgement pro-forma.

- 1.9. Canvassing will lead to disqualification. Any tenderer who directly or indirectly obtains or attempts to obtain information from other members or employees concerning any other Tenderer, Tender or proposed Tender will be disqualified.

## 2. Confidentiality

- 2.1. Apart from what is already within the public domain, Tenderers shall not disclose, copy, reproduce, distribute or pass any of the information to any other person. The Tenderer shall at all times treat the contents of this tender process (with its related documents) as confidential. Subject to the exceptions referred to in paragraph 2.2
- 2.2. Exceptions of disclosure, to pass or distribute any of the information by the tenderer are permitted if the sole purpose is for enabling a Tender to be submitted and the person receiving the Information undertakes in writing to keep the Information confidential on the same terms as if that person were the Tenderer. For example, for legal advice or if the Tenderer is legally required to make such a disclosure.
- 2.3. MSF Holland reserves the right to distribute information that is materially relevant to the procurement to all Tenderers, even if the information has only been requested by one Tenderer.
- 2.4. MSF Holland may disclose detailed information relating to Tenders to its employees or advisers and may make any Contract Agreement documents available for private inspection by its employees or advisers.
- 2.5. MSF Holland will also endeavor to respect any commercially sensitive information provided by the Tenderer. If the Tenderer should provide such information, it should be clearly identified as ‘commercially sensitive’ and also include the time period for which it will remain ‘commercially sensitive’, with an explanation of the potential implications of the disclosure.

## 3. Tender period and validity

- 3.1. The tender process from invitation to tender, successful bid to implementation is 4 weeks. MSF Holland reserves the right to amend, add to or withdraw all or any part of this tender invitation at any time during the procurement exercise.
- 3.2. Your tender quotation should remain open for acceptance for a period of 60 days as any tender quote that is valid for a shorter period may be rejected.
- 3.3. Timeframes indicated in this document serves as a guide and while there may be no intention to deviate from the guide, MSF Holland reserves the right to deviate from the timeframe.

<b>Tender submission deadline is 31/05/2021</b>
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## 4. Official email contact address and queries related to tender

- 4.1. In case of any doubts or queries related to this tender process the main contact person for provision of information is **Joseph Dananyeno**. (Email: [ssudan-ict@oca.msf.org](mailto:ssudan-ict@oca.msf.org) ) All queries will be responded to via email and shared with other Tenderers to ensure that all information is equal among the Tenderers.
- 4.2. All communications from Tenderers during the period of this procurement exercise must be directed to the designated official email contact. Please send all email regarding this process to this address.
- 4.3. All communications should be clearly titled “**Tender for provision of fiber optic internet ref no. OCA/05/21**” and include the name, position and contact details of the person signing the communication. The tender documents must be presented in English.

- 4.4. Requests for Tender clarifications must be submitted in accordance with the procedure set out in paragraph 5 – Tender related queries.
- 4.5. Customer references and contacts may be made as part of the procurement process for Tender award. This may include visits and written references.

## 5. Tender related queries

- 5.1. Any participating provider may request further clarification on matters pertaining to this ITT by submitting its question(s) in writing via email to the official email address, with the following noted in the subject line: **Supplier name – Tender for \_\_\_\_\_ - Questions.**
- 5.2. All communication and requests for clarifications related to this tender may be submitted via email from date of receiving tender to [ssudan-ict@oca.msf.org](mailto:ssudan-ict@oca.msf.org) and no further requests will be accepted after Date 31/05/2021 (deadline submission date).
- 5.3. The MSF Holland contact person (**Joseph Dananyeno**) will endeavor to answer all questions as quickly as possible, but cannot guarantee a minimum response time. If a question prejudices our commercial interests, MSF Holland reserves the right not to respond.
- 5.4. Please do not contact any other MSF Holland staff to discuss the ITT. Questions on the substance of the ITT will be answered (without identifying the source of inquiry) in a document released to all who submitted a reply to the Tender.

## 6. Method of submission and tender format

- 6.1. All tenders must be submitted in hardcopy sealed in plain envelope clearly marked “**Tender for Provision of Fiber Optic Internet Service ref no. OCA/05/21**”. Address to “**Logistics Coordinator, Tech Department, MSF Holland Juba**” and be deposited in the tender box situated at the entrance (security guards office) of the MSF Holland Juba office located at **Hai Matar road, opposite DHL office.**

## 7. Tender documents required to be submitted

Please do not submit generic marketing materials, broadly descriptive attachments, or other general literature unless necessary to support the proposed solution. Responses to this ITT should be hard copy delivery and must consist of the following:

- Cover letter
- Description of services and costs.

### 7.1. Cover letter

The cover letter must contain:

- Name and address of the Service Provider
- Name, title, telephone number, and e-mail address of the person authorized to commit the Service Provider to a contract
- Name, title, telephone number, and e-mail address of the person to be contacted regarding the content of the tender, if different from above
- Declaration that the Tenderer commits to the terms described in their tender and assumes responsibility for any pre-contract costs incurred during the bid and negotiation phases
- A signature of this letter by a duly authorized representative of the company

### 7.2. Description of services and costs.

The description of services and costs should clearly outline costs for the different services. *Please be as specific as possible with a detailed overview of the costs.* For guideline of what is requested please see section 2 and annexes (Technical Specifications).

## **8. Notification of Award of Tender contract**

- 8.1. The successful Tenderer will be notified in writing through issuance of a Letter of notification of Award of Tender.
- 8.2. The Tenderer in submitting the Tender undertakes that in the event of the Tender being accepted by MSF Holland they will within **30** days be able to execute on the agreement by both parties.
- 8.3. Any Contract Agreement concluded as a result of this ITT shall be governed by South Sudan law.
- 8.4. MSF Holland shall be under no obligation to accept the lowest or any tender.
- 8.5. All unsuccessful Tenderers will also be notified in writing and given an opportunity for a debriefing. Debriefing will only be provided at the request of the Tenderer. The debriefing will provide reasons as to why the Tenderer was unsuccessful, and where possible provide details of the characteristics and relative advantages of the successful Tender.

## **Section 4 : Tender Evaluation**

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From the time the tenders are opened until the contract is awarded, if any Tenderer wishing to contact MSF Holland on any matter related to its tender, should do so via email to the official email address.

## **Section 5 : annexes (Technical Specifications)**

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### **Technical Specifications**

- ❖ Internet Connection type: **Fiber Optic.**
- ❖ Medium of access: **Fiber cable.**
- ❖ Capacity: **8mbps download speed, ratio 1:1.**
- ❖ Locations: **Juba coordination office and Guest house** (each location should have the mentioned capacity).
- ❖ Bandwith sharing option a must. (e.g during working hours the bandwith in the guest house can be transferred some parts to office and vice verse when it is evening or weekends).
- ❖ The fiber Optic must have a proper & stable backup option (failover) in place.

### **Installation related Queries**

- ❖ All equipment needed for full installation and runing of internet from provider to our locations will be provided by the Internet Service provider.
- ❖ Physical installation of the internet will be done by the service provider.
- ❖ Labour cost of installation and cost for running fiber cables will be paid by the service provider.