



د افغانستان لپاره د بيا ودانولو او پرمختيا اداره
اداره انكشاف و بازسازي برآي افغانستان
Agency for Rehabilitation Assistance & Development
of Afghanistan (ARADA)

Request for Quotation (RFQ)
Provision of Internet Services For
ARADA Offices in Afghanistan

RFQ Number:	AR-ICT-RFQ-002-24
Project:	Provision of Internet Services for ARADA Offices in Afghanistan
Issue Date:	July 06, 2024
Deadline:	The deadline for submission is July 13, 2024, Local Time 04:30 PM. Late submissions will not be considered.
Required Bids:	"Technical Qualifications" and "Quotation"
Submission:	<p>Internet Service Providers (ISPs) meeting the required qualifications are invited to submit their Technical Qualifications and Quotation.</p> <p>The submission should be made in two separate sealed envelopes:</p> <ol style="list-style-type: none">1. Technical Qualifications Envelope2. Quotation Envelope <p>Both envelopes must be sealed individually and submitted together in one package, clearly labeled "Provision of Internet Services for ARADA Offices in Afghanistan". The package should be delivered physically to:</p> <p><u>ARADA HQ Office: House# 34, Street# 10, KART-E-3, Kabul, Afghanistan</u></p> <p>For any questions, please contact: +93 (0) 799 708 570 / +93 (0) 780 653 485</p>

ARADA Operations:

- ICT & Media Department
- Admin and Finance Department



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1. BACKGROUND

The Agency for Rehabilitation Assistance & Development of Afghanistan (ARADA) is a non-governmental, non-political, non-profit, humanitarian organization. ARADA was established by a group of profoundly experienced, professional, and dedicated development practitioners during dire refugee circumstances in Peshawar, Pakistan on the 1st of May 1992. In Afghanistan, ARADA was officially registered in 2003 with the Ministry of Planning but in 2006 with the Ministry of Economy. ARADA has three decades of experience in emergency response projects as well as in development assistance and services to vulnerable people within Afghanistan and Pakistan.

ARADA is the lead agency in TPM services providers responsible for encouraging capacity and growth through the development of appropriate policies, and regulations. It is charged with bringing forward legislation, programs, and other measures to promote implementation of the international donor projects in the country which leads to an increase in employment and a reduction of poverty.

2. SERVICE SUMMARY:

ARADA is seeking a qualified Internet Service Provider (ISP) for the Provision of Internet Services (Connections) in its 13 offices located in 3 different clusters across Afghanistan. The clusters and office locations are as follows:

Cluster 4:

- Paktia
- Paktika
- Ghazni
- Khost

Cluster 5:

- Kabul
- Parwan
- Daikundi
- Bamyán

Cluster 7:

- Balkh
- Samangan
- Jawzjan
- Sar - e -Pul
- Faryab

All interested Internet Service Providers (ISPs) who have the required experience and qualifications for the supply of the mentioned services are invited to submit their technical qualifications and Price Quotations.

3. GOVERNMENT WITHHOLDING TAXES:

Offerors must assess and include in their Quotation the Business Receipt Tax (BRT), or any other tax required by the Afghanistan income tax law.

The prescribed rate of tax withholding is 2% of the gross purchase amount for contractors/vendors who are in possession of an active business license issued by any of the following entities:

The Ministry of Commerce and Industry, or any other Afghan Government department relevant to the scope of work.

For subcontractors/vendors without active license, ARADA shall withhold seven percent (7%) "Contractor" taxes per current Afghanistan Tax Law.

Before signing an agreement, the contractor/vendor will provide a copy of the companies' business license and TIN (Tax Identification Number) to ARADA. Amounts deducted from the invoices will be forwarded to the Ministry of Finance (MOF) Tax Division and credited to the firm's TIN. Records of payments to the MOF shall be maintained on file with ARADA.

4. PENALTY CHARGES

If the Internet Service Provider (ISP) fails to supply the specified services within the date required, ARADA will, without prejudice to its other remedies under the 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 Contract value.

5. STATEMENT OF WORK/SPECIFICATION:

5.1 Summary

ARADA's operations rely heavily on technology, including locally hosted applications, online tools, Microsoft 365, official emails, MoDA, MS Teams, and other tech systems. ARADA's employees in each province regularly participate in online meetings, video conferences, and online trainings, which require stable, high-speed, and reliable internet connections to support the organization's existing and anticipated future data, voice, and video traffic needs.

The selected Internet Service Provider (ISP) must be able to deliver the required bandwidth and connectivity to each of the 13 ARADA office locations, along with 24/7 technical support and a guaranteed service uptime of at least 99% per month.

- ARADA is requesting RFQ for the Provision of High-Speed Internet Services (Dedicated 1:1 Connections) in its 13 offices located across 3 different clusters in Afghanistan.
- The total aggregate Internet bandwidth speed for all 13 ARADA offices is between 100 to 110 Mbps upload/download. This bandwidth speed will be finalized during the contract process with the Internet Service Provider (ISP). Each individual ARADA office may have a different allocated Internet bandwidth quantity or speed, as the total bandwidth will be distributed across the 13 offices. The specific bandwidth allocated to each office will be determined during the contract negotiations with the ISP.
- Before finalizing the contract with the Internet Service Provider (ISP), the ISP's service details will need to receive clearance from WFP.



5.2 General Requirements:

- The ISP should have experience with national and international NGO's providing large amount of bandwidth.
- The ISP should have a fully functional customer service center in Kabul and in all the mentioned provincial locations. This customer service center should be operational 24/7 and provide technical support 24/7 via phone, email, WhatsApp, or in-person visits.
- The ISP should provide a minimum of 99% uptime.
- The response time for resolving any faults should take less than an hour after being reported.
- Our subnet should be on a separate VLAN due to security concerns.
- Installation, Maintenance & Operation, site visits, P2P link maintenance and troubleshooting, Configuration and Delivery of Equipment etc. will be at ISP cost (ARADA won't pay any charges).
- The ISP location/network must be connected with at least 3 physical optical fiber links (for redundancy) and 2 GSM operators combined together (as backup to the optical fiber links).
- The internet connection must be 100% dedicated, with a traffic-independent flat fee and unlimited usage.
- Delivery and Installation period: One week.
- All the required services should be ready during the free demo.
- The ISP should provide us with one week of trial period to test the service.
- References of three clients should be given for reference check.

5.3 Specific Requirements:

- Providing stable, secure, and reliable dedicated 1:1 Internet services via fiber based Wireless Point to Point devices. (Fiber backbone).
- The ISP should provide us a minimum of one public IP address for each of the 13 provincial office connections, for a total of at least 13 public IP addresses (24/7routable).
- The ISP should provide us with an online/live bandwidth monitoring system like MRTG.
- Upon request from ARADA's ICT and Media Department via phone call or WhatsApp message, the ISP should be able to temporarily increase the internet bandwidth for the Kabul HQ Office and the mentioned provincial offices, free of any additional charge. This temporary bandwidth increase should be available multiple times per month to accommodate important usage such as downloading, uploading, video conferencing, live interviews, conference calls, live streaming, online meetings, and online trainings. The ISP should be able to implement these bandwidth increases promptly, without relying on email requests.
- Moving internet location or relocation free at no cost if required. If ARADA HQ or provincial offices move from one place to another, the ISP should move all its devices and configure them in ARADA's new office without any relocation fee or charges, entirely free of cost.
- Upon request, the technical department will cooperate with the ARADA ICT and Media Department for internal network maintenance in Kabul HQ office and mentioned provincial offices.
- Report any disconnection longer than 10 min.



- A dedicated focal point is required for solving our internet issues.
- Use licensed frequency and do not provide internet over unlicensed frequencies.
- The connection from ISP to our offices can be Microwave or Wimax.
- As security is our main objective, therefore the link encryption is highly recommended.
- Data confidentiality guarantee: provider shall not scan traffic.
- Our subnet/Link should not be behind any NAT/Proxy system.
- No content filtering on the provides subnet.
- The backup links shall be at least 80% of the primary link.

5.4 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 the service level reduces 712.8 hours for each month, then an amount will be deducted for each hour of no Internet service beyond the guaranteed level of Internet service.

5.5 Equipment:

- The selected ISP should provide at least one MikroTik Router model L009 or RB2011UiAS-2HnD-IN to the ARADA HQ Office and each of the mentioned provincial offices as part of the lease agreement. Upon the termination or end of the contract, these routers should be returned back to the ISP.
- The selected ISP should provide the necessary point-to-point devices, such as Ubiquiti or MikroTik devices, including the stand, cables, and other accessories, as part of the lease agreement. Upon the termination or end of the contract, these devices should be returned back to the ISP.
- The equipment's should be able to support 100/100Mbps.
- Any equipment provided must be new and workable.

5.6 Final Presentation:

- The 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 locations (google.com).
- Packet loss shall not exceed 0%.

5.7 Completion / Termination

- The duration of the Internet service contract will be based on the project duration and extension, and availability of the budget from WFP.
- The contract may be terminated by ARADA at any time due to poor performance, lack of support, and/or unsatisfactory service.
- ARADA reserves the right to terminate the contract at any time without providing any justification or reason.

5.8 Other Conditions:

- ARADA must be informed 72 hours prior to any kind of maintenance or any other disruption.



- ARADA must be informed in advance before changing any public IP's.
- The ISP can change the public IP's only if ARADA has approved.
- Provided Public IPs should not be blacklisted in any domain, if it happened it is the ISP's responsibility to whitelist them.

5.9 Data Confidentiality and Security:

- The ISP shall maintain the confidentiality of all data, information, and records related to ARADA and its operations that are accessed or processed as part of providing the internet services.
- The ISP shall implement and maintain appropriate technical, organizational, and administrative measures to ensure the security and protection of ARADA's data against any unauthorized access, data breach, loss, or leakage.
- The ISP shall notify ARADA immediately upon becoming aware of any actual or suspected data breach, security incident, or unauthorized access to ARADA's data. The ISP shall provide full details of the incident, its impact, and the corrective actions taken.
- In the event of a data breach or leakage caused by the ISP, the ISP shall be responsible for any resulting liabilities, damages, and costs incurred by ARADA, including but not limited to regulatory fines, legal fees, and the cost of notifying affected parties.
- The ISP shall cooperate fully with ARADA in investigating any data security incidents and shall provide ARADA with all information and assistance required to mitigate the impact and prevent future occurrences.
- Upon termination or expiration of the contract, the ISP shall securely delete or return all ARADA's data and shall provide written certification of the same.

6. EVALUATION PROCESS:

- The RFQs will be evaluated in terms of fairness, cost-consciousness, and best value to ARADA considering both technical and cost factors.
- ARADA will first review the ISPs' Technical Qualifications and Specifications. If an ISP's Technical Qualifications and Specifications do not match the requirements and needs specifically mentioned in Sections 5.1, 5.2, 5.4 and 5.5 of this RFQ, ARADA will not open or consider their quotation.
- ARADA may negotiate prices or services provided with one or more of the bidders if it feels that negotiations would improve the chances that ARADA receives a better quotation.



7. TECHNICAL QUALIFICATIONS / SPECIFICATIONS FOR AWARD

Name of the service provider: _____

No	Parameter	Your Responses	
		Yes, we will comply	No, we cannot comply
1	ISP has valid License along with TIN	<input type="checkbox"/>	<input type="checkbox"/>
2	ISP has clear understanding of Scope of work and its requirements. For example, the ISP has a clear understanding of the RFQ and has all the required details to meet the requirement.	<input type="checkbox"/>	<input type="checkbox"/>
3	ISP has enough Past performance with similar scale and scope For example, the ISP has provided the contact details of at least three of its clients to which the ISP has provided Internet services with similar scale and scope.	<input type="checkbox"/>	<input type="checkbox"/>
4	ISP's Qualifications & experience and personnel For example, the ISP has enough experience (at least 5 years) in providing Internet services in Afghanistan. The ISP has technical and qualified personnel to provide online support, as well as site visits or location visits in case of link disruption or any other technical problems, not only in Kabul but in all mentioned provinces, within 2 hours after reporting the issue.	<input type="checkbox"/>	<input type="checkbox"/>
5	ISP has backup solution other than their Fiber link. For example, in case the primary link (fiber link) is disrupted, the ISP shall be able to connect ARADA's headquarters and provincial offices to the internet through backup links.	<input type="checkbox"/>	<input type="checkbox"/>
6	ISP's Support Services For example, the ISP's support team is available to answer questions and solve problems 24/7 via phone, WhatsApp, and email. The ISP has provided the contact details of its support team and has agreed to answer all calls in under two minutes.	<input type="checkbox"/>	<input type="checkbox"/>
7	ISP has a fully functional Network Operation Center in Kabul and other mentioned provinces. For Example, ISP has necessary software and tools to manage Internet Service Provided to ARADA. ISP is able to provide access to ARADA ICT team to visit their NOC (Network Operation Center).	<input type="checkbox"/>	<input type="checkbox"/>

Note: The service providers must express their compliance or non-compliance with the qualifications as mentioned above.

I hereby confirm that I accept all the terms and conditions of this Request for Quotation (RFQ). I declare that my quotation has no deviations and is in full compliance with the technical qualifications and specifications requested in this RFQ for the supply of the mentioned items.

Signature and Stamp of the service provider _____



8. FORM OF QUOTATION FOR PROVISION OF INTERNET SERVICES FOR ARADA

The total internet bandwidth for all 13 ARADA offices is between 100 to 110 Mbps upload/download, to be finalized during the contract. Each office may have a different allocated bandwidth.

The ISP should provide the unit price per Mbps per month (in AFN) for each ARADA provincial office. This per Mbps price will be multiplied by the allocated bandwidth to determine the total monthly cost for each office.

Name of the service provider: _____

The details of the 13 ARADA offices located across 3 different clusters:						
No	Description	Cluster	Location	Bandwidth Speed	Unit Price Inclusive of Tax Per Mbps Per Month (AFN)	Total Monthly Price Inclusive of Tax (AFN)
1	Dedicated Wireless Point to Point 1:1	Cluster 04	Paktia Regional Office	1 Mbps Upload/Download		
2	Dedicated Wireless Point to Point 1:1		Paktika	1 Mbps Upload/Download		
3	Dedicated Wireless Point to Point 1:1		Ghazni	1 Mbps Upload/Download		
4	Dedicated Wireless Point to Point 1:1		Khost	1 Mbps Upload/Download		
5	Dedicated Wireless Point to Point 1:1	Cluster 05	Kabul HQ Office	1 Mbps Upload/Download		
6	Dedicated Wireless Point to Point 1:1		Parwan	1 Mbps Upload/Download		
7	Dedicated Wireless Point to Point 1:1		Daikundi	1 Mbps Upload/Download		
8	Dedicated Wireless Point to Point 1:1		Bamyan	1 Mbps Upload/Download		
9	Dedicated Wireless Point to Point 1:1	Cluster 07	Balkh Regional Office	1 Mbps Upload/Download		
10	Dedicated Wireless Point to Point 1:1		Samangan	1 Mbps Upload/Download		
11	Dedicated Wireless Point to Point 1:1		Jawzjan	1 Mbps Upload/Download		
12	Dedicated Wireless Point to Point 1:1		Sar-e-Pul	1 Mbps Upload/Download		



13	Dedicated Wireless Point to Point 1:1		Faryab	1 Mbps Upload/Download		
14	Installation Fees for 13 locations- (One time)			13		
Grand Total: AFN						

I hereby confirm that I accept all the terms and conditions of this Request for Quotation (RFQ). I declare that my quotation has no deviations and is in full compliance with the technical qualifications and specifications requested in this RFQ for the supply of the mentioned items.

Signature and Stamp of the service provider _____



9. RFQ TERMS & CONDITIONS:

Please carefully read all terms and conditions of RFQ before you bid.

Administrative Requirements	<ol style="list-style-type: none"> Valid ISP license under the law of Afghanistan. Company Profile, Along with TIN
Warranty	Required
Currency	AFN
Payment Terms	<ol style="list-style-type: none"> Monthly, after receipt of services and invoice at the end of each month. Invoice payment should be made upon or after the clearance of the ARADA monthly invoice from WFP. The payment should be made via bank transfer. It is necessary for the ISP to provide a valid bank account.
Validity of Quotation	30 days
Submission:	<p>Internet Service Providers (ISPs) meeting the required qualifications are invited to submit their Technical Qualifications and Quotation.</p> <p>The submission should be made in two separate sealed envelopes:</p> <ol style="list-style-type: none"> Technical Qualifications Envelope Quotation Envelope <p>Both envelopes must be sealed individually and submitted together in one package, clearly labeled "Provision of Internet Services for ARADA Offices in Afghanistan". The package should be delivered physically to:</p> <p><u>ARADA HQ Office: House# 34, Street# 10, KART-E-3, Kabul, Afghanistan</u></p> <p>The deadline for submission is July 13, 2024, Local Time 04:30 PM. Late submissions will not be considered.</p> <p>For any questions, please contact: +93 (0) 799 708 570 / +93 (0) 780 653 485</p>
Withholding Tax.	As per Afghanistan tax withholding law

10. OTHERS:

- ARADA, as a non-profit organization, expects to be charged no more than standard humanitarian agency rates.
- ARADA reserves the right to accept or reject any Quotation, and also to cancel any Quotation and the procurement process at any time. In addition, ARADA can reject all the Quotations / cancel the Contract.

11. OFFEROR INFORMATION:

11.1 Please provide the following information in your offers:

Authorized Signature:

Name:

Title:

Company:

Email Address:

Telephone Number(s):

11.2 COMPANY'S BUSINESS LICENSE

Please Attach

11.3 COMPANY PROFILE

Please Attach



12. SUMMARY OF RELEVANT CAPABILITIES, EXPERIENCE, AND PAST PERFORMANCE

Please provide a summary of projects that best illustrate your relevant experience, sorted in descending order by completion date. The projects should either be currently ongoing or have been completed within the past three years (i.e. 2021, 2022, 2023).

No	Project Title and Description of Activities	Location	Client Name and Contact	Cost	Start Dates	End Dates	Completed on Schedule (Yes/No)	Subcontractor or Prime Contractor?

Agency for Rehabilitation Assistance
& Development of Afghanistan
(ARADA)

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