

**RFQ No: RFQ-12-2024**

**Request for Quotations (RFQ)**

**(Internet Service Provider)**

**Project Title: TLO Head Office ISP**

**Issue on: 15th July 2024**

**Closing on: 18th July 2024 (Time: 10:00 am)**

**Introduction:**

**The Liaison Office (TLO)**

The Liaison Office (TLO) is an independent Afghan non-governmental organization established in 2003 and seeking to improve local governance, stability, and security through systematic and institutionalized engagement with customary structures, local communities, and civil society groups. TLO’s main areas of activity are Research/Analysis using the do-no-harm approach; Dialogue Facilitation/Peacebuilding; Access to Justice; and livelihood improvement. In addition to the TLO headquarters in Kabul, the organization has a regional office in Paktia-Southeast, a provincial office in Khost, and multiple project offices across Afghanistan, with over 117 staff. Current and recent TLO funders include the United States Institute of Peace, USAID, the Open Society Institute, DAI (including projects contracted from USAID), and GIZ, along with the governments of Australia (AusAid), Germany, the Netherlands, Norway, Switzerland (SDC), Canada, UNHCR, Cordaid, UNICEF, SIDA and ECW.

**Activities/ Tasks:**

**Terms of Reference (ToR): 45MB Dedicated Internet Connection**

**1. Background**

Our company requires a reliable and high-speed internet connection to support our growing business operations. To enhance our network capabilities, we seek to upgrade to a 45MB dedicated internet connection. This document outlines the terms of reference for acquiring this service from qualified vendors.

**2. Objective**

The objective is to obtain a 45MB dedicated internet connection with minimal downtime, low latency, and robust technical support, ensuring seamless connectivity for our office operations.

**3. Scope of Work**

The selected vendor will be responsible for providing the following services:

* **45MB Dedicated Line:** High-speed, dedicated internet connection, including both download and upload speeds.
* **Connectivity:** Fiber Optic Internet Speed.

**4. Technical Specifications**

* **Bandwidth:** 45MB download and upload
* **Service Type:** Dedicated line
* **Connectivity:** Fiber optic
* **Downtime:** Maximum acceptable downtime of 0.5% per month
* **Latency:** Low latency for optimal performance
* **Support:** 24/7 technical support
* **SLA (Service Level Agreement):** Clear terms on uptime, response times, and issue resolution
* **V-**SOL Router and Mirotic Router G and Cate 6 Cable

**5. Deliverables**

Vendors are required to provide the following:

* **Price for a 45MB dedicated line, including both upload and download speeds**
* **Price for fiber optic service**
* **Installation and setup costs**
* **Monthly recurring charges**
* **Any additional fees or charges**
* **Details on SLA, including uptime guarantees, response times, and issue resolution processes**

**6. Timeline**

* **Request for Quotes (RFQ) Issuance:** 14th July 2024
* **Submission of Quotes:** 18th July 2024 at 10:00 am
* **Evaluation and Selection:** 21st July 2024
* **Contract Award:** 25th July 2024
* **Implementation and Setup:** Before 1st August 2024

**7. Evaluation Criteria**

Proposals will be evaluated based on the following criteria:

* **Cost:** Competitive pricing for both initial setup and ongoing services.
* **Technical Compliance:** Adherence to the technical specifications outlined above.
* **Service Level Agreement (SLA):** Favorable terms regarding uptime, support, and issue resolution.
* **Vendor Experience:** Proven track record in providing similar services.
* **Support:** Availability of 24/7 technical support.

**8. Submission Requirements**

Interested vendors must submit their proposals, including the following:

* **Detailed pricing information**
* **Technical specifications compliance**
* **SLA details**
* **Vendor experience and references**
* **Support availability**

**9. Contact Information**

For any questions or further information, please contact: TLO

**10. Conclusion**

The successful vendor will provide a reliable 45MB dedicated internet connection that meets our technical requirements and supports our business operations. We look forward to receiving your proposals.

**Application Details:**

Interested ISP companies are invited to submit their proposals, Proposals should include:

* Company profile and relevant experience.
* Examples of previous work.
* Budget estimate.

Please submit your applications by 18th July 2024 at 10:00 am.

**Eligibility, Evaluation, and Requests for Information**

Only those companies that: (1) possess a valid business license; (2) Have similar project past performance within the last three years. For their bids to be considered “responsive” and be evaluated for award, qualified Offers must:

1. Submit all information required below on or before the time/date mentioned.
2. Demonstrate the capability (supported by client references and/or literature) to meet the requirements specified in the Statement of Work.

**Content and Format of Your Proposal**

For TLO to conduct the most efficient analysis of proposals received, please format your response as follows:

1. A letter of transmittal confirming a. Your company’s status as a licensed firm with AISA/Ministry of Commerce. b. Your company’s commitment to providing good quality items mentioned above to the address mentioned below. c. The validity of your proposal/Quotes for a minimum of Ninety (90) calendar days. The letter must be signed by a person authorized to bind your company and negotiate on your company’s behalf.
2. A discussion of your approach to providing the required services. You must meet ALL the requirements.
3. A description of your company’s capabilities to provide the required services, including evidence of financial responsibility and other Governmental Regulatory licenses.
4. The successful offer will receive a long-term contract for the period stipulated in this RFP. The prices will remain in effect for the entire Period of Performance unless modified in writing by TLO.

Rates should be presented in **USD.**

**TIME FRAME**

The purpose of this RFQ is to identify and hire a vendor to provide the above-listed services.

**Service / Product Delivery and Payment Terms**:

* **Payment method:** The supplier will be paid through a bank Account/Cheque after the end of each month.
* **Delivery timeline:** Starting from 1st Aug 2024.
* **Mode of Shipment:** N/A
* **Head Office Address:** House # 38, Street # 06, Taimani Watt Kabul-Afghanistan and Contact number +93 (0) 700009070.

**Submission of Quotation:**

The deadline for submission of sealed hard copies of offers is 18th July 2024/ 10:00 AM Local Time. (Kabul, Afghanistan time) at the address: House # 38, Street # 06, Taimani Watt Kabul-Afghanistan. Please reference this **(TLO-RFQ-012-2024)** on the sealed envelopes.

Proposals received after the deadline may not be considered. Proposals must be valid for a minimum of Ninety (90) calendar days.

**Questions and Clarifications**

Any questions/clarifications should be submitted by email to **Yama Aman** (yama.aman@tlo-afghanistan.org) by 2:00 pm (Kabul, Afghanistan time) on July 16th, 2024.

**Prices & Terms of Contract:**

Vendors must quote the price in **USD**. The price quotes shall be free of any tax (such as VAT)

1. The Liaison Office shall deduct the applicable tax **(currently 2%)** on any contract as required by Afghan Law and will make the direct deposit to the Da Afghanistan Bank if the supplier cannot provide the registration certificate or the registered certificate is against to their business. If still awarded for the contract in this case (**7% tax)** will be deducted from the total amount of the contract and will be deposited to the Da Afghanistan Bank. As the tax withholding entity, The Liaison Office is required to remit the income tax amount withheld directly to the Ministry of Finance designated account.
2. Your quotation will be accepted, and payment will proceed as per your business title.
3. The Liaison Office pays for any kind of supply and service; Account payee checks by the name of your company, not by the name of the person (this is not an open check).
4. The penalty applies to the selected company in case of late delivery.
5. You should have a Bank account according to your business title.
6. Your quotation should be signed and stamped.
7. The Liaison Office reserves the right to cancel this process without further notice to the vendors.

**Please Mark:**

1. **I certify that I’ve provided a quote and agree with your payment terms and conditions.**
2. **Total Completion calendar days ( ).**

Signature and or stamp:

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Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mobile Phone: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_