

Request for Proposals (RFP): Internet Service Provision (ISP).

**Organization Name:** Handicap International (HI)

**Location:** PD# 10, Qala-e-Fatullah Area; Street # 6, Hse # 46; Kabul, Afghanistan

**RFP Number:** FD-KABU-00462

**RFP Issued Date:** 8th October 2024

**RFP Submission Deadline:** 16th October 2024, 10:00 AM

# 1. Introduction

Handicap International (HI) is a non-governmental organization dedicated to supporting people with disabilities and vulnerable populations. HI is currently soliciting proposals from qualified Internet Service Providers (ISPs) to provide reliable, high-speed, and dedicated internet connectivity for its offices located in **Kabul, Kandahar, Herat, Nimroz, Kunduz, Bamyan in Afghanistan.** This RFP aims to select service providers for each location capable of delivering internet services that meet HI’s operational needs, ensuring reliable communication and connectivity to enable the smooth execution of its humanitarian activities.

# 2. Scope of Work

The selected ISP will provide the following services for Handicap International’s offices in the specified locations:

## 2.1. Internet Services

* **Dedicated Internet Bandwidth:** The service provider must deliver 1:1 dedicated internet service with equal upload and download speeds (symmetrical).
* **Service Coverage:** The internet service must be available at the following locations:  
   **Kabul, Kandahar, Herat, Nimroz, Kunduz, Bamyan** in Afghanistan.
* **Bandwidth Options:** The provider must offer different bandwidth options ranging from 2 Mbps to 20 Mbps (or higher) with the ability to scale up as needed.
* **Installation and Setup:** The service provider will be responsible for the installation, configuration, and setup of all necessary equipment and infrastructure, including routers, modems, and any other hardware required to deliver the service.

## 2.2. Maintenance and Support Services

* **Ongoing Maintenance:** The ISP will provide continuous monitoring of the internet service to ensure uninterrupted access, proactive maintenance, and the replacement of faulty equipment when necessary.
* **Technical Support:** 24/7 technical support must be available, with rapid response times for issue resolution. The provider must have clear escalation procedures for addressing outages or service interruptions.
* **Service Level Agreement (SLA):** The provider must include an SLA outlining guaranteed uptime (minimum 99.9%) and specific penalties for failing to meet this target.

## 2.3. Additional Services

* **Backup Connectivity:** The provider should propose options for backup connectivity solutions to ensure redundancy and minimize downtime.
* **Training and Documentation:** The provider will be required to provide training to HI staff on basic troubleshooting, as well as all relevant documentation (manuals, user guides, etc.) for managing the internet service.

# 3. Technical Requirements

Proposals must include detailed pricing for the following bandwidth options. All prices should be quoted in both Afghanis (AFN) and US Dollars (USD) and must be inclusive of all applicable taxes, installation fees, and any other related costs.

|  |  |  |  |
| --- | --- | --- | --- |
| Bandwidth (Mbps) | Price per Mbps (USD) | Total Price (USD) | Setup/Installation Fees (USD) |
| 2 Mbps |  |  |  |
| 3 Mbps |  |  |  |
| 4 Mbps |  |  |  |
| 5 Mbps |  |  |  |
| 6 Mbps |  |  |  |
| 8 Mbps |  |  |  |
| 10 Mbps |  |  |  |
| 12 Mbps |  |  |  |
| 15 Mbps |  |  |  |
| 20 Mbps |  |  |  |

# 4. Detailed Installation and Setup Requirements

* **Installation Fees:** The provider must clearly outline any one-time installation fees, including costs for equipment such as routers, modems, antennas, or cabling. Providers must also specify if any installation fees will be waived for longer-term contracts.
* **Setup Time:** Proposals must include detailed timelines for the installation and setup of internet services. The provider must specify how soon services can be activated following contract signing. An optimal timeline would be within 10 days of the contract’s finalization.
* **Equipment Responsibility:** The provider should clearly state which equipment will be provided as part of the contract and whether any equipment will need to be procured separately by HI.

# 5. Service Level Agreement (SLA)

The proposal must include a detailed SLA outlining the following:

* **Uptime Guarantee:** Minimum guaranteed uptime of 99.9% is required. The proposal must include a penalty schedule for any failure to meet this target, such as:

|  |  |
| --- | --- |
| 99.9% Uptime or Higher: | No penalties. |
| 99% to 99.8% Uptime: | 5% reduction in monthly service fees. |
| Below 99% Uptime: | 10% reduction in monthly service fees. |

* **Issue Response Times:**
  + Critical Issues (Complete outage): Response time within 1 hour, resolution within 4 hours.
  + Major Issues (Partial outage or reduced service): Response time within 4 hours, resolution within 12 hours.
  + Minor Issues (Performance degradation): Response time within 12 hours, resolution within 24 hours.
* **Maintenance and Support:** Proposals should include detailed information on the preventive maintenance schedule, frequency of checks, and the availability of on-site technicians for repairs or troubleshooting.
* **Penalty Clauses:** Providers should specify penalties or compensation for not meeting performance metrics or failing to respond within the agreed response times.

# 6. Billing and Payment Terms

* **Currency:** All prices must be presented in both Afghanis (AFN) and US Dollars (USD).
* **Payment Terms:** Handicap International prefers monthly billing cycles. Payment will be made via bank transfer within 30 days of receiving the invoice and all required supporting documentation.
* **Taxes and Fees:** All prices should include applicable taxes and fees, which will be deducted by HI as per local tax regulations.
* **Discounts for Longer Contracts:** Providers should clearly specify any discounts for signing longer-term contracts (e.g., annual or multi-year).

# 7. Required Documentation for Submission

The following documents must be submitted along with the proposal:

1. **Technical Proposal:** Comprehensive details on the service offerings, including bandwidth options, uptime guarantees, and technical support.
2. **Financial Proposal:** Detailed pricing per Mbps, setup/installation fees, and any applicable taxes.
3. **Company Registration Documents:** Copy of updated ***business license***, ***tax registration certificate (TIN), and recent tax clearance certificate.***
4. **References:** At least three references from current or past clients, preferably in Afghanistan or a similar context, demonstrating past performance in providing internet services.
5. **Company Profile and Experience:** A detailed company profile, including experience in providing similar services in Afghanistan or other challenging environments.
6. **Bank Information:** Recent bank statement (for verification of account details only, no need to disclose balances).

# 8. Evaluation Criteria

Proposals will be evaluated based on the following criteria, with a maximum total score of 100 points:

|  |  |  |  |
| --- | --- | --- | --- |
| # | Main Technical Criteria | Technical Evaluation criteria | Max Score |
| 1 | **Pricing Competitiveness** | **ISPs must submit a detailed price list for different bandwidth options (e.g., 2 Mbps, 5 Mbps, 10 Mbps, etc.), including the cost per Mbps:**  Score = (Lowest bid Price/Bid Offer)\*15 (max Score) | 15 |
| **ISPs should clearly outline any installation or setup fees, including equipment costs.**   * 1. No installation fee: ***5 points***   2. High installation fee: ***0 points*** | 5 |
| **ISPs must provide details of any discounts for signing longer-term contracts (e.g., annual, multi-year).**   * 1. Significant discounts: ***5 points***   2. Moderate discounts: ***3 points***   3. No discounts: ***0 points*** | 5 |
| 2 | **Competitiveness:** | **ISPs should clearly outline any installation or setup fees, including equipment costs:**   * 1. No installation fee: ***5 points***   2. Low installation fee: ***3 points***   3. High installation fee: ***0 points*** | 5 |
| 3 | **Service Reliability &**  **Performance:** | **ISPs must provide details of any discounts for signing longer-term contracts (e.g., annual, multi-year):**   * 1. Discounts Provided: ***5 points***   2. No discounts: ***0 points*** | 5 |
| 4 | **Service Reliability and Performance** | **The ISP should provide an uptime guarantee percentage (e.g., 99.9%) and describe how uptime is measured:**   * 1. 99.9% uptime or above: ***15 points***   2. 99% uptime: ***10 points***   3. Below 99% uptime: ***5 points*** | 15 |
| **The ISP should confirm whether the bandwidth is dedicated and symmetrical (equal upload and download speeds):**   * 1. Fully dedicated bandwidth (100% symmetrical): ***10 points***   2. Partially dedicated bandwidth (shared bandwidth): ***5 points*** | 10 |
| 5 | **Technical Support Quality** | **ISPs should specify their response times for different types of issues (e.g., critical, major, minor), and whether they provide 24/7 support:**   * 1. 24/7 technical support with response within 1 hour: ***10 points***   2. 24/7 technical support with response within 4 hours: ***5 points***   3. Support not 24/7 or response longer than 4 hours: ***0 points*** | 10 |
| 6 | **Service Reliability and Performance** | **The ISP should provide a description of the maintenance services offered, including frequency of preventive maintenance and how issues are addressed:**   * 1. Comprehensive maintenance and troubleshooting included: ***2 points.***   2. **Frequency or number of maintenance visits indicated by ISP:** *More than >5: 3 Points; Between 2-4 Visits: 2 Points; Less than Visits <2: 0*   3. Limited maintenance services: ***2 points*** | 5 |
| 7 | **Technical Support Quality** | **The ISP should detail whether on-site support is available and the typical response time for dispatching support personnel to the location:**   * 1. Regular on-site support available within 24 hours: ***5 points***   2. On-site support available within 48 hours: ***3 points***   3. No on-site support or long delays: ***0 points*** | 5 |
| 8 | **Service Level Agreements (SLAs) Offered** | **ISPs should provide details of penalties or compensation for failing to meet the uptime guarantee. This could include discounts on future services or financial compensation:**   * 1. Strong references from relevant clients in Afghanistan: ***10 points***   2. Moderate references from less relevant clients: ***5 points***   3. No references provided: ***0 points*** | 10 |
| 9 | **Company Reputation and References** | **The ISP should provide a list of references from current or former clients, ideally in similar geographic areas or industries, along with their contact information:**   * 1. Proven track record and positive reputation: ***5 points***   2. Limited track record or mixed reputation: ***2 points***   3. No reputation or negative feedback: ***0 points*** | 5 |
|  | **TOTAL SCORE** | | **100 Pts** |

# 9. Submission Guidelines

All proposals must be marked and submitted in sealed envelopes as and to the following address no later than **16th October 2024, 10:00 AM:**

Reference #: FD-KABU-00462 – Request for Proposal for Internet Service Provision

The Tender Committee; Handicap International.

PD# 10, Qala-e-Fatullah Area; Street # 6, Hse # 46;

Kabul, Afghanistan.

The envelope should clearly state **“RFP- KABU-00462: Internet Service Provision”** and include the provider's company name, date, and time of submission.

# 10. Contact for Inquiries

For any inquiries or clarifications regarding this RFP, please contact:

**Email:** [procurement.afghanistan@hi.org](mailto:procurement.afghanistan@hi.org);

**Cc:** [mj.jawad@hi.org](mailto:mj.jawad@hi.org); **Cc:** [t.fidelis@hi.org](mailto:t.fidelis@hi.org)

**Phone:** +93 794 827 481.

# 11. Performance Bond

The successful bidder will not be required to submit a performance bond. The performance bond will be returned upon successful completion of services, as per the agreed contract terms.

# 12. Integrity and Compliance

Handicap International requires all suppliers to adhere to its principles of conduct, including transparency, ethical business practices, and anti-corruption measures. Any misconduct, including fraud or unethical behavior, should be reported via the HI Integrity Line at [integrity@hi.org](mailto:integrity@hi.org).

For any inquiries or clarifications regarding this RFQ, please write to the email addresses indicated above.

We appreciate your interest and look forward to receiving your proposal.

Sincerely,

***HI Procurement Team***