

## **Medair Afghanistan Request For Quotations – Providing Internet Service –Kabul Office**

### **RFQ-2024-0000933 – Service Agreement for Providing Internet Service –Medair Kabul Office.**

Medair, within its humanitarian programs implemented in Afghanistan, wishes to invite qualified Internet Service Providers (ISPs) to submit quotations for Internet service provision to the Medair Office in Kabul. Medair plans to enter a Service agreement with successful ISP(s) identified through a competitive and transparent procurement process.

Consideration will be given to service providers with over years of experience in providing stable and uninterrupted services in Kabul Province, and those who have positive experiences with other international NGOs in Kabul City..

Interested Service Providers should submit detailed quotations, including required documentation, no later than **22<sup>nd</sup> Dec 2024**, by email, with the subject heading; “**RFX-2024-0000933 - Request for Quotation for Internet Service Provision for Medair office in Kabul City**” to: [tenders-afg@medair.org](mailto:tenders-afg@medair.org)

For any inquiries related to this quotation, please send an email to [tenders-afg@medair.org](mailto:tenders-afg@medair.org), before **19<sup>th</sup> Dec 2024**.

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### \*\*\*\*\*MEDAIR ETHICAL AND BUSINESS CONDUCT STATEMENT \*\*\*\*\*

- Medair is committed to integrity in procurement, and only selects suppliers/service providers/contractors/consultants based on objective business criteria such as price and technical merit. Medair expects vendors to comply with our Standards of Business Conduct, available at <https://www.medair.org/accountability/>.
- Medair does not tolerate fraud, collusion among bidders, or falsified proposals or bids. Any firm or individual violating these standards will be disqualified from this procurement and barred from future procurement opportunities. In addition, Medair will inform its donors of any bidder offers of money, commissions, or gifts to obtain business/contracts.
- Employees and agents of Medair are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, or object of value from current or potential vendors or suppliers in exchange for or as a reward for business.
- Bidders responding to this RFQ must disclose and include the following information as part of the quotation submission: Close, familial, or financial relationships with Medair or project staff. For example, if a bidder's cousin is employed by Medair, the bidder must state this.
- The Bidder certifies that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other bidders or competitor or sought help from Medair employees for the purpose of restricting competition or gaining advantage over other bidders.
- Please contact [tenders-afg@medair.org](mailto:tenders-afg@medair.org) with any questions or concerns regarding the above information or to report any potential violations.
- **For any potential violations and suspected or confirmed incidences of Fraudulent practices, please report directly to Medair General Headquarters (GSO), based in Lausanne, Switzerland by sending an email to [notify@medair.org](mailto:notify@medair.org). Your communication/complaints or evidence will be handled/treated with uttermost confidentiality.**

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### Specific Rules and Conditions for this RFQ

- Any participating Bidder must be legally licensed and registered in Afghanistan!
- Any quotation submitted after the deadline will not be considered!
- This is not a tender, hence no open tender meeting will be held. Medair will contact only short-listed Bidders!
- Medair reserves the right to choose a Service Provider based on specific factors including but not limited to; best price, quality, reliability and past experience among others.
- **For this RFQ, the bid analysis will be processed in 2 Phases;**
  - **The 1st Phase will involve Pre-Bid evaluation where all bids received will be subjected to a screening process based a 10 point criteria.**
  - **Any bidder scoring 70% and above will be considered for 2<sup>nd</sup> Phase bid valuation to determine a winner(s). Under the Second Phase, the main selection criteria will be based on the following factors: Validity and Authenticity of the Company Registration documents, and years' experience providing Good and uninterrupted Internet services to other INGOs in Kabul City.**
- According to requirements Medair reserves the right to accept or reject any quotation or cancel the process without any obligation to give reasons for acceptance, rejection or cancellation to the affected or interested Service Providers.
- Medair reserves the right to split the offer into different lots and to award contracts to multiple qualified Service Providers.
- All Medair and its Donor terms, conditions and policies must be accepted by the Service Providers.
- Medair will not cover any cost related to the creation and submission of the Quotation, regardless of the result.
- Medair expects Service Provider(s) with whom it partners with to follow ethical business practices and be socially accountable. Those expectations are set out in Medair's Code of Ethics, which, along with the associated policies are available on Medair's website at <https://www.medair.org/accountability/>, and are subject to periodic updates.
- Afghanistan Government regulations require Medair to upload all relevant information, including copies of signed contracts, to the government database known as TAIS. The Service Provider should be in agreement with this requirement.
- The quote shall be minimum valid for 90 days after submission date.
- Monthly payment 30 days after submitting Invoice to Medair office.
- Payment by bank transfer is preferred (for cash payment Medair will deduct 4% commission fee from the payable amount)

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- Medair is obliged by the Government of Afghanistan to pay Withholding Tax on behalf of Service Provider if a single invoice exceeds 50,000 AFA or if the total amount spent with one Contract within one calendar year will extend 50,000 AFA. For all registered Service Providers with TINs and Business Licenses, Medair will submit on behalf of the Service Provider 2% Withholding tax to the Government.

See below example on how Withholding Tax is calculated.

- a. *Invoice amount 100% - 2% withholding tax = 98% payable to Supplier (in case TIN and business license are available)*
- b. *Invoice amount 100% - 7% withholding tax = 93% payable to Supplier (in case TIN and business license are not available)*

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### Service Provider Details

1. Company Name \_\_\_\_\_
2. Company Owner Name \_\_\_\_\_
3. Company Authorized Representative Name \_\_\_\_\_
4. Tazkira number \_\_\_\_\_
5. Company Registration No \_\_\_\_\_
6. Company Specialization \_\_\_\_\_
7. Business Address \_\_\_\_\_  
\_\_\_\_\_
8. Contact Numbers Mobile No: \_\_\_\_\_
9. E-mail Address \_\_\_\_\_

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### Details of Service Provider Representative in Kabul City

10. Individual or Company Name \_\_\_\_\_
11. Representative Name \_\_\_\_\_
12. Tazkira number/ID Number \_\_\_\_\_
13. Physical Address \_\_\_\_\_
14. Contact Numbers \_\_\_\_\_
15. E-mail Address \_\_\_\_\_

I certify that I have read and understood the Medair's Specific Rules & Condition above and Medair Code of Ethics.

I further certify that the above-mentioned company has not engaged in corrupt, fraudulent, collusive, or coercive practices in competing for, or in executing, any Contracts.

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

Date: \_\_\_\_\_

Signature and Stamp: \_\_\_\_\_

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Please fill in the table below with accurate information:

N°	Item Description	Qty	Unit	Unit Cost per Mbps	Unit cost per month	Total Amount	Delivery Leadtime (no. of days needed to prepare for installation after PO signing)
1	<b>Service Type:</b> Point-to-Point (P2P) Dedicated Internet <ul style="list-style-type: none"> <li><b>Bandwidth Requirements:</b> <ul style="list-style-type: none"> <li>Download Speed: 40 Mbps</li> <li>Upload Speed: 40 Mbps</li> <li>Dedicated Ratio: 1:1</li> </ul> </li> <li><b>Backup Requirement:</b> <ul style="list-style-type: none"> <li>An active backup connection with the same bandwidth (40 Mbps download and 40 Mbps upload) to ensure uninterrupted service in case of primary link failure.</li> </ul> </li> <li><b>Service Reliability:</b> <ul style="list-style-type: none"> <li>Guaranteed uptime</li> <li>Latency: Low latency required for stable operations (please specify expected latency range).</li> <li>Minimum Packet Loss</li> </ul> </li> <li><b>Technical Features:</b> <ul style="list-style-type: none"> <li>24/7 monitoring and technical support.</li> <li>Redundant routing paths for both primary and backup links to ensure high availability.</li> <li>Details on the primary route and backup route.</li> </ul> </li> <li><b>Service Duration:</b> <ul style="list-style-type: none"> <li>Start Date: 1st January 2025</li> <li>End Date: 31st December 2025</li> </ul> </li> </ul>	12	months				

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	<ul style="list-style-type: none"> <li>• <b>Installation and Setup:</b> <ul style="list-style-type: none"> <li>○ Installation to be completed and service made operational by 31st December 2024.</li> <li>○ On-site technical support during installation and testing phases.</li> </ul> </li> <li>• <b>Support Requirements:</b> <ul style="list-style-type: none"> <li>○ 24/7 customer support with a dedicated point of contact.</li> </ul> </li> </ul>						
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### Documents To be Submitted.

- Duly completed, Signed and stamped RFQ document (this document),
- Medair Supplier Registration Form duly completed, signed, and stamped,( (required only for suppliers who have not submitted this form in the past))
- Copy of Valid Business License for operation in Afghanistan,
- Copy of Tax Identification Number (TIN) Certificate / Tax card,
- Personnel national ID document (Tazkira) of the company owner,
- Company profile, Technical proposal explaining primary and secondary route.
- A document containing Names, addresses, emails and telephone numbers of three organizations the Service Provider has provided Good and Uninterrupted Internet Service.
- 2 copies of Contracts/Agreements/Work Orders or Purchase Orders as evidence of providing Internet services to other UN/INGOs in Afghanistan,

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### Service Provider Remarks

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### Service Provider Terms and Conditions

1. Validity of the offer (3 month minimum) \_\_\_\_\_
2. Number of days needed to Install the related Equipment \_\_\_\_\_
3. Payment mode (Cheque, Bank transfer) \_\_\_\_\_

**Note! If the payment term is cash payment, Medair will deduct 4% commission charges of the payable amounts!**