

REQUEST FOR QUOTATION (RFQ)

NAME & ADDRESS OF FIRM:	DATE: 29 December, 2009
Internet providers/Companies	REFERENCE: <i>2009-12-30.1.</i>

Dear Sir / Madam:

With the aim to support internet connectivity for the Country Office, UNDP Moldova is exploring the possibility of engaging a supplier(s) on a recurrent basis. UNDP Moldova envisages signing a Long Term Agreement on internet provision for two years with the option to renew for one additional year, subject to a satisfactory performance evaluation.

You are kindly requested to submit your quotation for the following items before 16:30 (local time) on **22 January, 2010.**

Technical specification: dedicated line, via terrestrial connectivity to the Internet backbone.

Technical options	Traffic	Uplink, Mbps	Downlink, Mbps	Monthly fee, US\$ (VAT included)
1	Worldwide unlimited	6.0	6.0	
2	Worldwide unlimited	8.0	8.0	
3	Worldwide unlimited	10.0	10.0	
4	Worldwide unlimited	12.0	12.0	
5	Worldwide unlimited	14.0	14.0	

- 1) Setup/installation fee, US \$ (subject to availability of funds, one out of five options will be chosen);
- 2) Cost of additional communication equipment (new equipment or rent, installation cost), US\$;
- 3) Implementation/delivery period.

Technical offer shall include the following information:

- 1) Proposed type of connection between Internet Services Provider (ISP) and our office, "last mile" connection type - **FIBER OPTIC**
- 2) Service Level Agreements and guaranteed bandwidth end-to-end, %
- 3) Average network utilization rate for the ISP, %
- 4) Number of hops to Internet backbone.
- 5) Overall ISP bandwidth, Mbps
- 6) Availability of connection security (for example Access Control Lists).
- 7) Availability of redundant, dedicated point to point links to the Internet.
- 8) Availability of at least 32 unique public IP addresses.
- 9) Availability of redundancy/diversity in peering points to Internet and to other ISPs.
- 10) Availability of worldwide reachability.
- 11) Availability of professional privacy policy.
- 12) Policy on over subscription (i.e. sharing ratio to guarantee bandwidth to end user/customer),.
- 13) Ability to manage Customer Premises Equipment (CPE).
- 14) Connectivity tier (Tier 1, Tier 2 or Tier 3 connectivity to the Internet backbone).
- 15) Availability of fiber optic, copper or wireless local loop connectivity.
- 16) Availability of support for Windows.
- 17) Availability of free and unlimited technical support.

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- 18) Possibility for Graceful Exit within 1 month.
- 19) Traffic management, network monitoring and access to raw log files.
- 20) Quality of Service.
- 21) Solution for "last mile" backup channel.
- 22) Connection to backbone: name of backbone provider, type of connection with backbone and bandwidth to the particular provider.
- 23) Additional services: mail backup, dial up accounts, secondary DNS support for our existing four domains.
- 24) In case if you have any policy for limited traffic, please specify limited traffic terms for the above-mentioned bandwidth.
- 25) Availability of IP telephony services.
- 26) Policy for sub providing of non-commercial Internet services, our organization could provide non-commercial Internet services for UN Agencies and UNDP Moldova Projects.
- 27) Web hosting, terms.
- 28) E-mail services, terms.
- 29) Type of terrestrial connectivity.
- 30) Included in proposal local traffic bandwidth and availability of QoS for local/worldwide traffics.
- 31) ADSL accounts with local traffic, within Chisinau area, for administration purposes.

CONDITIONS	
Delivery Place	Chisinau, Moldova
Payment Terms	Monthly or quarterly payments upon negotiations
Validity of Quotation	<input checked="" type="checkbox"/> 60 DAYS
Preliminary Examination - Completeness of quotation.	<input checked="" type="checkbox"/> Partial bids not permitted
General Terms and Conditions	UNDP General Terms and Conditions for Goods/Services http://www.undp.org/procurement/conditions_contract.htm

List of recommended consumables and spares incl. Prices and details on local availability:
<input checked="" type="checkbox"/> For a one year period
Details on any warranty/guarantee conditions:


REQUIREMENTS
Language: All documentation, including installation and operating manuals shall be in:
<input checked="" type="checkbox"/> English <input checked="" type="checkbox"/> Others: Romanian
Electricity: Volt: 220 V Hz: 50 Hz phase AC: 1
QUOTATIONS/OFFERS PRESENTATION REQUIREMENTS:
The quotation/offer shall contain the following:
<ul style="list-style-type: none"> - Company Profile; - Certificate of registration and license for internet services provision; - Technical proposal as per the technical requirements indicated above; - Financial proposal as per the cost proposal table; - Financial Report for the year 2008 and/or first two quarters of 2009; - Reference Letters.
MINIMUM QUALIFICATION REQUIREMENTS:

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- Meeting technical specifications set forth above;
- Minimum 3 (three) years of experience;
- Minimum 3 (three) reference letters;
- Availability of registration certificate and license for internet services provision valid at the moment of proposal submission;
- Availability of ADSL accounts with local traffic, within Chisinau area, for administration purposes;
- Availability of Service Level Agreements and guaranteed bandwidth end-to-end, %;
- Proposed type of connection between Internet Services Provider (ISP) and our office, "last mile" connection type – **FIBER OPTIC;**
- Availability of at least 32 unique public IP addresses.
- Availability of free and unlimited technical support.
- Availability of additional services: mail backup, dial up accounts, secondary DNS support for our existing domains.
- Presentation of the Policy on sub providing of non-commercial Internet services.

Offers will be evaluated based on their responsiveness to the technical specifications and the minimum qualification requirements, within the "either in or out" rule.

NAME, FUNCTIONAL TITLE: **Matilda Dimovska, Deputy Resident Representative**

Signature:  DATE: 20.12.2008

CONTACT PERSON: *Valentin Turcan, LAN Manager (valentin.turcan@undp.org)*

CONTACT ADDRESS: UNDP Moldova, 131, 31 August 1989 Street, MD-2012 Chisinau

SUBMISSION OF OFFERS:

Offers shall be marked with the note "**RfQ: UNDP CO Internet Services**".

Offers shall reach the UNDP office not later than **22 January, 2009, 16:30 (local time)**.

Offers can be submitted either in hard copy, or electronically. Offers received by fax will be rejected. Incomplete offers shall not be examined.

a) Documents/offers in hard copy need to be submitted in a sealed envelope and addressed to:

**UNDP Moldova,
131, 31 August 1989 Street, MD-2012 Chisinau
Attention: Registry Office/Procurement**

b) Offers sent electronically need to be addressed to the following e-mail address:

tenders-Moldova@undp.org