



Moldova

REQUEST FOR QUOTATION (RFQ)

NAME & ADDRESS OF FIRM: Internet Service Providers	DATE: 24 January 2011
	REFERENCE: RfQ11/00293

Dear Sir / Madam:

With the aim to support internet connectivity for the Country Office, UNDP Moldova is exploring the possibility of engaging suppliers on a recurrent basis. UNDP Moldova envisages signing a Long Term Agreement on internet provision for one year with the option to renew for two additional years, subject to a satisfactory performance evaluation. **Two Internet Service Providers will be selected: for primary and secondary Internet links.**

You are kindly requested to submit your quotation for the following items before **16:30 (local time) on 18 February 2011.**

Item	Generic Description	Monthly fee/Cost, USD (VAT included)		
1.	Internet Connectivity: dedicated line, via terrestrial connectivity to the Internet backbone, with unlimited worldwide traffic (subject to availability of funds, two out of the eight options below will be selected)			
	Option no.	Uplink, Mbps	Downlink, Mbps	
	1	2.0	2.0	
	2	4.0	4.0	
	3	6.0	6.0	
	4	8.0	8.0	
	5	10.0	10.0	
	6	12.0	12.0	
	7	16.0	16.0	
8	20.0	20.0		
2.	Setup/installation fee			
3.	Cost of additional communication equipment, if any, (new equipment or rent, including installation cost)			

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

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

CONDITIONS	
Delivery Place	131, 31 August 1989 Street, MD-2012 Chisinau, Moldova
Payment Terms	Quarterly payments shall be made in MDL at the UN Operational Rate of Exchange on the day of payment
Validity of Quotation	<input type="checkbox"/> 30 DAYS <input checked="" type="checkbox"/> 60 DAYS
Preliminary Examination - Completeness of quotation.	<input type="checkbox"/> Partial bids permitted <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/operate.shtml

REQUIREMENTS	
<u>Language:</u> All documentation, including installation and operating manuals shall be in:	
<input checked="" type="checkbox"/> English <input type="checkbox"/> French <input type="checkbox"/> Spanish <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 (brief information about the company, not to exceed 2 pages); • Certificate of registration and license for provision of internet services; • Technical offer as per the technical requirements indicated above; • Quotation for each item in USD inclusive of VAT (other currency shall be converted into USD at the UN Operational Exchange Rate on the day of competition deadline); • Financial Report for the year 2009 and/or first two quarters of 2010; • Reference Letters; • Statement of adherence to UNDP General Terms and Conditions and Payment and Delivery Terms above; • Offers shall be presented in English or Romanian. 	
MINIMUM QUALIFICATION REQUIREMENTS:	
<ul style="list-style-type: none"> • Meeting technical specifications set forth above; • Minimum 3 (three) years of experience; • 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 of minimum 99.9%; • Proposed type of connection between Internet Services Provider (ISP) and UNDP 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 rights on sub-provision of Internet services for non-commercial purposes; • Adherence to UNDP General Terms and Conditions and Payment and Delivery Terms. 	
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: 24.01.2011

CONTACT PERSON: Valentin Turcan, ICT Associate (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: Internet Services for UNDP Moldova**".

Offers shall reach the UNDP office not later than **18 February 2011, 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

