

Request for Quotations (RFQ)

RFQ Number: AUHC-2019-023

Issuance Date: July 18, 2019

Deadline for Offers: July 31, 2019

Description: Monthly dedicated Internet connection and bandwidth Internet services for AUHC Project.

For: Advancing Universal Health Coverage (AUHC) Activity

Funded By: United States Agency for International Development (USAID),
Contract No. AID-388-C-17-00001

Implemented By: Chemonics International Inc.

Point of Contact: procurement@auhproject.org

***** ETHICAL AND BUSINESS CONDUCT REQUIREMENTS *****

Chemonics is committed to integrity in procurement, and only selects suppliers based on objective business criteria such as price and technical merit. Chemonics expects suppliers to comply with our Standards of Business Conduct, available at <https://www.chemonics.com/our-approach/standards-business-conduct/>.

Chemonics does not tolerate fraud, collusion among offerors, falsified proposals/bids, bribery, or kickbacks. Any firm or individual violating these standards will be disqualified from this procurement, barred from future procurement opportunities, and may be reported to both USAID and the Office of the Inspector General.

Employees and agents of Chemonics are strictly prohibited from asking for or accepting any money, fee, commission, credit, gift, gratuity, object of value or compensation from current or potential vendors or suppliers in exchange for or as a reward for business. Employees and agents engaging in this conduct are subject to termination and will be reported to USAID and the Office of the Inspector General. In addition, Chemonics will inform USAID and the Office of the Inspector General of any supplier offers of money, fee, commission, credit, gift, gratuity, object of value, or compensation to obtain business.

Offerors responding to this RFQ must include the following as part of the proposal submission:

- Disclose any close, familial, or financial relationships with Chemonics or project staff. For example, if an offeror's cousin is employed by the project, the offeror must state this.
- Disclose any family or financial relationship with other offerors submitting proposals. For example, if the offeror's father owns a company that is submitting another proposal, the offeror must state this.
- Certify that the prices in the offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- Certify that all information in the proposal and all supporting documentation are authentic and accurate.
- Certify understanding and agreement to Chemonics' prohibitions against fraud, bribery and kickbacks.

Please contact Chief of Party James Griffin, jgriffin@auhproject.org, with any questions or concerns regarding the above information or to report any potential violations. Potential violations may also be reported directly to Chemonics' Washington office through the contact information listed on the website found at the hyperlink above.

Section 1: Instructions to Offerors

1. **Introduction:** The Advancing Universal Health Coverage (AUHC) Activity is a USAID-funded health initiative, implemented by Chemonics International, to assist the goals of the Government of Bangladesh to significantly expand access to safe, affordable and quality health services, while increasing financial protection, particularly of the poor, in support of the Government of Bangladesh's National Health Care Financing Strategy (2012-2032), under which Universal Health Coverage is a key priority. As part of project programming, AUHC requires monthly internet connection service for its project office to perform daily operations in support of project activities.

Offerors are responsible for ensuring that their offers are received by Chemonics in accordance with the instructions, terms, and conditions described in this RFQ. Failure to adhere with instructions described in this RFQ may lead to disqualification of an offer from consideration.

2. **Offer Deadline and Protocol:** Offers must be received no later than 5:00PM local Dhaka time on July 31, 2019 by only email to procurement@auhproject.org with cc: to Joseph P. Urban jurban@auhproject.org

Please reference the RFQ number in any response to this RFQ. Offers received after the specified time and date will be considered late and will be considered only at the discretion of Chemonics.

3. **Questions:** Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than 5:00PM local Dhaka time on July 24, 2019 by e-mail to procurement@auhproject.org with cc: to jurban@auhproject.org. Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification—and the responses thereto—that Chemonics believes may be of interest to other offerors will be circulated to all RFQ recipients who have indicated an interest in bidding. Only the written answers issued by Chemonics will be considered official and carry weight in the RFQ process and subsequent evaluation. Any verbal information received from employees of Chemonics or any other entity should not be considered as an official response to any questions regarding this RFQ.
4. **Specifications:** Section 3 contains the technical specifications of the required items. All commodities offered in response to this RFQ must be new and unused. In addition, all electrical commodities must operate on 240V, 50Hz.

Please note that, unless otherwise indicated, stated brand names or models are for illustrative description only. An equivalent substitute, as determined by the specifications, is acceptable.

5. **Quotations:** Quotations in response to this RFQ must be priced on a fixed-price, all-inclusive basis, including delivery and all other costs. All quotations must present VAT as separate cost. Pricing must be presented in Bangladeshi Taka (BDT). Offers must remain valid for not less than thirty (30) calendar days after the offer deadline. Offerors are requested to provide quotations on their official quotation format or letterhead; in the event this is not possible, offerors may complete the table in Section 3.

In addition, offerors responding to this RFQ are requested to submit the following:

- Organizations responding to this RFQ are requested to submit a copy of their official registration or business license along with VAT Registration copy.
- Individuals responding to this RFQ are requested to submit a copy of their identification card.

5. **Delivery:** The delivery of the goods and service location for the items described in this RFQ is Advancing Universal Health Coverage (AUHC) Head Office Located at Genetic Tower Baro Bhuyan Bhaban, 13th Floor, H-CWN (A) 3A, Road-49, Kemal Ataturk Avenue, Gulshan-2, Dhaka, Bangladesh. As part of its response to this RFQ, each offeror is expected to provide an estimate (in calendar days) of the delivery timeframe (after receipt of order). The delivery estimate presented in an offer in response to this RFQ must be upheld in the performance of any resulting contract.
6. **Source/Nationality/Manufacture:** All goods and services offered in response to this RFQ or supplied under any resulting award must meet USAID Geographic Code 937 in accordance with the United States Code of Federal Regulations (CFR), 22 CFR §228. The cooperating country for this RFQ is Bangladesh.

Offerors may not offer or supply any commodities or services that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria.

7. **Warranty:** Warranty service and repair within the cooperating country is required for all commodities under this RFQ. The warranty coverage must be valid on all commodities for a minimum of twelve (12) months after delivery and acceptance of the commodities, unless otherwise specified in the technical specifications. At the time that any commodity is transferred to another entity within the cooperating country, all rights to warranty support and service shall be transferred with the commodity to that entity's end-user.
8. **Taxes and VAT:** In accordance with the agreement under which this procurement is financed, Chemonics is exempt from payment of taxes, VAT, tariffs, duties, or other levies imposed by the Bangladesh government. Offerors must include taxes, VAT, charges, tariffs, duties and levies in accordance with the laws of the Bangladesh as a separate cost line. Chemonics will provide the successful offeror with a VAT coupon for VAT amount, VAT coupon will be issue upon submission of Mushok-11
9. **DUNS Number:** Companies or organizations, whether for-profit or non-profit, shall be requested to provide a Data Universal Numbering System (DUNS) number if selected to receive an award in response to this RFQ valued greater than or equal to USD\$30,000 (or equivalent in other currency). If the Offeror does not have a DUNS number and is unable to obtain one before proposal submission deadline, Offeror shall include a statement noting their intention to register for a DUNS number should it be selected as the successful offeror or explaining why registration for a DUNS number is not possible. Contact Dun & Bradstreet through this webform to obtain a number: <https://fedgov.dnb.com/webform>. Further guidance on obtaining a DUNS number is available from Chemonics upon request.
10. **Eligibility:** By submitting an offer in response to this RFQ, the offeror certifies that it and its principal officers are not debarred, suspended, or otherwise considered ineligible for an award by the U.S. Government. Chemonics will not award a contract to any firm that is debarred, suspended, or considered to be ineligible by the U.S. Government.
11. **Evaluation and Award:** The award will be made to a responsible offeror whose offer follows the RFQ instructions, meets the eligibility requirements, and is determined via a trade-off analysis to be the best value based on application of the following evaluation criteria. The relative importance of each individual criterion is indicated by the number of points below:

- **Company profile – 20 points:** Offerors must provide their company profile with their present human resource compliment as well as the specific skilled service persons who will be charged with overseeing AUHC's account with the successful offeror.
- **Technical approach – 30 points:** Offerors need to explain in their proposal how you will provide the service? What will be the methodology and approach to provide best service as per the scope of work (SOW) in the RFQ?
- **Past Performance – 25 points:** Offerors must include 3 past performance references of similar work previously implemented as well as contact information for the companies for which such service was completed. Contact information must include the name of point of contact who can speak to the offeror's performance, name and address of the company for which the work was performed, and e-mail and phone number of the point of contact.
- **Cost – 25 points:** Offerors' costs will be compared to each other to assist AUHC in determining best value.

Please note that if there are significant deficiencies regarding responsiveness to the requirements of this RFQ, an offer may be deemed "non-responsive" and thereby disqualified from consideration. Chemonics reserves the right to waive immaterial deficiencies at its discretion. Best-offer quotations are requested. It is anticipated that award will be made solely on the basis of these original quotations. However, Chemonics reserves the right to conduct any of the following:

- Chemonics may conduct negotiations with and/or request clarifications from any offeror prior to award.
- Chemonics may cancel this RFQ at any time.

Please note that in submitting a response to this RFQ, the offeror understands that USAID is not a party to this solicitation and the offeror agrees that any protest hereunder must be presented—in writing with full explanations—to the AUHC Project for consideration, as USAID will not consider protests regarding procurements carried out by implementing partners. Chemonics, at its sole discretion, will make a final decision on the protest for this procurement.

12. Terms and Conditions: This is a Request for Quotations only. Issuance of this RFQ does not in any way obligate Chemonics, the AUHC Project, or USAID to make an award or pay for costs incurred by potential offerors in the preparation and submission of an offer.

This solicitation is subject to Chemonics' standard terms and conditions. Any resultant award will be governed by these terms and conditions; a copy of the full terms and conditions is available upon request. Please note the following terms and conditions will apply:

- (a) Chemonics' standard payment terms are net 30 days after receipt and acceptance of any commodities or deliverables. Payment will only be issued to the entity submitting the offer in response to this RFQ and identified in the resulting award; payment will not be issued to a third party.
- (b) Any award resulting from this RFQ will be firm fixed price, in the form of a purchase order.
- (c) No commodities or services may be supplied that are manufactured or assembled in, shipped from, transported through, or otherwise involving any of the following countries: Cuba, Iran, North Korea, Syria.
- (d) Any international air or ocean transportation or shipping carried out under any award resulting from this RFQ must take place on U.S.-flag carriers/vessels.

- (e) United States law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. The supplier under any award resulting from this RFQ must ensure compliance with these laws.
- (f) The title to any goods supplied under any award resulting from this RFQ shall pass to Chemonics following delivery and acceptance of the goods by Chemonics. Risk of loss, injury, or destruction of the goods shall be borne by the offeror until title passes to Chemonics.

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Section 2: Offer Checklist

To assist offerors in preparation of proposals, the following checklist summarizes the documentation to include an offer in response to this RFQ:

- ☐ Cover letter, signed by an authorized representative of the offeror (see Section 4 for template)
- ☐ Official quotation, including specifications of offered equipment (see Section 3 for example format)
- ☐ Copy of offeror's registration or business license (see Section 1.5 for more details)

Section 3: Specifications and Technical Requirements

The tables below contains the technical requirements of the commodities/services. Offerors are requested to provide quotations containing the information below on official letterhead or official quotation format. In the event this is not possible, offerors may complete this Section 3 and submit a signed/stamped version to Chemonics.

Detailed Specifications of work (SOW):

The Offeror will provide a framework for full TCP/IP Internet Service Provision (Full Duplex) for the USAID Advancing Universal Health Coverage (AUHC) Project office in Bangladesh. The service should be provided based on fixed monthly fee. Capacity requirement will require dedicated service for 50 MB downlink and 50 MB uplink in our Dhaka office. Connection must be via fiber. The service must be highly stable and reliable. The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities.

Technical Services and Additional Technical Requirements:

The following are requirements of this Purchase Order/Contract:

1. The Vendor shall provide Internet bandwidth connectivity of dedicated use via fiber optic for the AUHC office in Dhaka.
2. The Vendor shall provide public IP addresses as required - not NATed. Public IPs should be open for any traffic (no services or protocols should be filtered or blocked by the Vendor).
3. The Vendor shall provide on-site support within 2 hours (if telephone support is not enough) for any internet service failure.
4. The Vendor shall provide telephone support that shall be available 24x7. Unreachable or busy technical support lines lasting more than 1 hours in any given month, or failure of ISP to respond to messages within 1 hours, may be considered a failure to comply with the technical requirements of the service contract. And for that reason, AUHC may choose to terminate the contract, or exact the penalty charge in accordance with the General Conditions of the service contract.
5. Vendor must mention how they operate or provide service for the back-up link/link. It may be from its own office, a sister concern, or a partner ISP, but relation should be clear in the quotation.

Network Performance Specification Requirements (including Penalties):

1. Packet loss should not be greater than 5% measured as follows: ICMP echo ping packets will be sent to a www public site such as www.google.com at a rate of 20 or more each 5 minutes. For example: Ping testing will normally be conducted during network loads of 50-80% feasible.
2. A loss, or a response time > 750 ms, of more than 5% (>1 out of 20) for any 5-minute interval will cause that 5-minute period to be counted as unacceptable. If the number of unacceptable 5-minute periods exceeds 5% of the number of periods in a calendar month (432 out of 8640 in a 30-day month), that month may be subject to a penalty as follows. The payment for any monthly service charges, with an unacceptably high rate of packet loss, will be reduced by a percentage equal to the percentage of packet loss in excess of 5%. For example, given a 30-day month, if the number of unacceptable 5-minute intervals was 864 (10% out of 8640), the penalty would be 5% of the payment.
3. Guaranteed uptime: The Vendor must mention the percentiles of guaranteed uptime of each month.

4. There should be no long periods of lack of connectivity. If 90% or greater unacceptable packet loss occurs for over 48 consecutive hours, the contract can be terminated.
5. Ping testing will be conducted 24x7 during network loads of 80% or less. In the event of a loss, or a response time > 750 ms, of more than 5% (>1 out of 20) for any 30 minute interval, AUHC may choose to consider the whole day to be an unacceptable level of service, and AUHC may choose to not compensate the vendor for the bandwidth services for that day, the daily cost will be calculated by the monthly service cost divided by the days in that month.
6. In the event unreachable or busy technical support lines lasts more than 1 hours in any given month, or there is a failure of the Vendor to provide a technical response to AUHC technical request messages within 1 hours, AUHC may deduct from the Vendor's monthly service charge an amount up to 20 % of the monthly bandwidth service charge stipulated in this Purchase Order/Contract.
7. There should be no long periods of lack of connectivity. If 90% or greater packet loss occurs for over 48 consecutive hours, the contract may be terminated by AUHC without penalty for any remaining period of service in the Agreement.
8. Redundant Connection: Redundant connection can be provided using Fiber from different route. Redundant connection's speed will also be as same as the primary connection.
9. VSAT Backup: During maintenance or unavailability of submarine cable ISP must keep internet service using International VSAT or any other International gateway connection. It can be limited bandwidth to keep mail and low internet browsing facility, but we are looking best offer from offerors.
10. MRTG: ISP will provide MRTG link as Service monitoring tools including ID and password.
11. ISP will provide single point key account manager for any issue including bill, technical and service. Helpdesk will not be accepted as substitute of key account manager.

Sample Detailed Cost Breakdown/Quotations Form:

| SL# | Item Description | Specifications | Qty | Unit | Unit price (BDT) | Total Price (BDT) |
|-----|--|--|-----|-------|------------------|-------------------|
| | Internet Bandwidth – AUHC Program Office in Dhaka, Fiber Optic | 50 Mbps Dedicated link, internet link redundancy, 24/7 support service. | 1 | Month | | |
| | Equipment and installation Costs - Dhaka | Costs of all equipment required for installation of the internet and installation the bandwidth services – Dhaka Office. | 1 | Lot | | |
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|--|--------------------------------------|--|--|--|--|--|
| | Sub-Total (Including Tax) | | | | | |
| | Add: VAT @% | | | | | |
| | Total (including VAT and tax) | | | | | |

****All prices must be in Bangladeshi Taka (BDT)****

Delivery time (after receipt of order): _____ calendar days

Length of warranty on offered equipment: _____ years

Offered validity: _____

Payment Terms: _____ calendar days

Location of service center(s) for after-sales service, including warranty repair: _____

Section 4: Offer Cover Letter

The following cover letter must be placed on letterhead and completed/signed/stamped by a representative authorized to sign on behalf of the offeror:

To: Deputy Chief of Party (DCOP)
USAIDs Advancing Universal Health Coverage (AUHC) Activity
H-CWN(A) 3A, Suit 14 A-B, 3A, 13th Floor, Road-49,
Kamal Ataturk Avenue, Gulshan-2, Dhaka, Bangladesh

Reference: RFQ No. AUHC-2019-023

To Whom It May Concern:

We, the undersigned, hereby provide the attached offer to perform all work required to complete the activities and requirements as described in the above-referenced RFQ. Please find our offer attached.

We hereby acknowledge and agree to all terms, conditions, special provisions, and instructions included in the above-referenced RFQ. We further certify that the below-named firm—as well as the firm’s principal officers and all commodities and services offered in response to this RFQ—are eligible to participate in this procurement under the terms of this solicitation and under USAID regulations.

Furthermore, we hereby certify that, to the best of our knowledge and belief:

- We have no close, familial, or financial relationships with any Chemonics or AUHC project staff members;
- We have no close, familial, or financial relationships with any other offerors submitting proposals in response to the above-referenced RFQ; and
- The prices in our offer have been arrived at independently, without any consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- All information in our proposal and all supporting documentation is authentic and accurate.
- We understand and agree to Chemonics’ prohibitions against fraud, bribery, and kickbacks.

We hereby certify that the enclosed representations, certifications, and other statements are accurate, current, and complete.

Authorized Signature: _____

Name and Title of Signatory: _____

Date: _____

Company Name: _____

Company Address: _____

Company Telephone and Website: _____

Company Registration or Taxpayer ID Number: _____

Company DUNS Number: _____

Does the company have an active bank account (Yes/No)? _____

Official name associated with bank account (for payment): _____

Bank Accounts Details Information (completed/signed/stamped by a representative authorized to sign on behalf of the offeror):

| Sl. | Particulars | Information |
|-----|----------------------------------|-------------|
| 1 | Account Name: | |
| 2 | Account Number: | |
| 3 | Account Type: | |
| 4 | Name of Bank: | |
| 5 | Name of Bank Branch: | |
| 6 | Address of Branch: | |
| 7 | Bank Routing Number: If possible | |

Signature with seal:

Name :

Designation :

Date :