



United Nations High Commissioner for Refugees
Haut Commissariat des Nations Unies pour les réfugiés

DATE: 16 February 2025

REQUEST FOR PROPOSAL: No. RFP/HCR/PZU/2025/02

ESTABLISHMENT OF A FRAME AGREEMENT FOR THE PROVISION OF RELIABLE INTERNET CONNECTIVITY USING FIBRE OPTICS AND/OR TERRESTRIAL MICROWAVE FOR UNHCR SUDAN OPERATIONS FOR A PERIOD OF THREE YEARS EXTENDABLE FOR ADDITIONAL PERIOD OF TWO YEARS (3+2)

CLOSING DATE AND TIME: 06 March 2025 – 23:59 HRS Sudan Local Time

INTRODUCTION TO UNHCR

The Office of the United Nations High Commissioner for Refugees was established on December 14, 1950 by the United Nations General Assembly. The agency is mandated to lead and co-ordinate international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. It also has a mandate to help stateless people.

In more than five decades, the agency has helped tens of millions of people restart their lives. Today, a staff of some 6,600 people in more than 110 countries continues to help about 34 million persons. To help and protect some of the world's most vulnerable people in so many places and types of environments, UNHCR must purchase goods and services worldwide. For further information on UNHCR, its mandate and operations please see <http://www.unhcr.org>

1. REQUIREMENTS

The Office of the United Nations High Commissioner for Refugees (UNHCR) invites qualified service providers to make a firm offer **For The Provision Reliable Internet Connectivity Using Fibre Optics And /Or Terrestrial Microwave for UNHCR** Sudan Operations as per Terms of references specified in Annex A.

The successful contractor shall be contracted for a period of Three years with the possibility of extension for another two years.

IMPORTANT:

Terms of Reference (TOR) are detailed in Annex A of this document.

It is strongly recommended that this RFP and its annexes be read thoroughly. Failure to observe the procedures laid out therein may result in disqualification from the evaluation process.

Sub-Contracting: Please take careful note of article 5 of the attached General Terms and Conditions (Annex F).

Note: this document is not construed in any way as an offer to contract with your firm.

2. BIDDING INFORMATION:

RFP DOCUMENTS.

The following annexes form an integral part of this Request for Proposal:

- Annex A: Terms of Reference - Fiber-microwave Internet
- Annex B: Technical Evaluation Criteria
- Annex C: Financial Offer form - Fiber-microwave Internet
- Annex D: Vendor Registration Form
- Annex E: UN Supplier Code of Conduct
- Annex F: UNHCR General Conditions of Contracts for the Provision of Goods and Services – REV. Jan 2010

2.2 ACKNOWLEDGMENT

We would appreciate you informing us of the receipt of this RFP by return e-mail to SUDKH-SU@UNHCR.ORG as to:

- Your confirmation of receipt of this Request for Proposal
- Whether or not you will be submitting a bid

IMPORTANT:

Failure to send the above requested information may result in disqualification of your offer from further evaluation.

2.3 REQUESTS FOR CLARIFICATION

Bidders are required to submit any request for clarification in respect of this RFP by Email to SUDKH-SU@UNHCR.ORG before 26 February 2025 15:00 hrs Sudan Local time.

IMPORTANT: Please note that Bid Submissions are not to be sent to the e-mail address above.

UNHCR will compile the questions received and plans to respond to questions shortly after the query closing date. UNHCR may, at its discretion, copy any reply to a particular question to all other invited bidders at once.

2.4 YOUR OFFER

Your offer shall be prepared in English.

Please submit your offer using the Annexes provided. Offers not conforming to the requested formats may not take into consideration.

IMPORTANT:

Submission of offer by the bidder to this RFP means acceptance of the following: -

- a) UNHCR General Conditions of Contracts for the Provision of Goods and Services – version 2010 (Annex F)
- b) UNHCR payment terms which is within 30 days after satisfactory implementation of services and receipt of documents in order

Please send your bid directly to the address provided in the “Submission of Bid” section 2.7) of this RFP.

Your offer shall comprise the following two sets of documents:

- Technical offer/Proposal – to be sent to SUDKHTO@unher.org
- Financial offer – to be sent to SUDKHFO@unher.org

2.4.1 Content of the TECHNICAL OFFER**IMPORTANT:**

No pricing information should be included in the Technical offer. Failure to comply may risk disqualification. The technical offer should contain all information required.

The Terms of Reference (TOR) of the services requested by UNHCR can be found in Annexes A – Terms of References (TORs). Your technical offer should be concisely presented and structured in the following order to include, but not necessarily be limited to, the following information:

Mandatory Criteria:

- A. Company registration certificate.
- B. Financial Statements/audit reports from the past 2 years.
- C. Copy of valid Tax Certificate.
- D. Signed UNHCR's General conditions of contracts for the provision of goods and services – 2010 (Annex F).
- E. UN Supplier Code of Conduct (Annex E)

IMPORTANT:

Failure to send any of the above requested documents will result in disqualification of your offer from further evaluation.

Technical Proposal should contain information particularly covering the following bullet points and any other additional related information. Detailed Technical Criteria is available in (Annex B)

- The technical evaluation criterion components in section 2.5 of this document
- Bidder must understand and consult the Terms of reference if required as mentioned above in Para (2.3) request for clarification.
- The prices quoted in the Proposal should remain firm during the tender and after awarding of the contract. No escalation in prices shall be accepted after the awarding of the contract.
- The bidder must be locally registered.

Vendor Registration Form: If your company is not already registered with UNHCR, you should complete, sign, and submit with your technical proposal the Vendor Registration Form (Annex D).

UNHCR General Conditions of Contract for Provision of Goods & Services (Version Jan 2010).

Your Technical Proposal should contain your acknowledgement of the UNHCR General Conditions of Contracts for Goods and Services by signing Annex F.

IMPORTANT:

No pricing information should be included in the Technical Proposal. Failure to comply may risk disqualification. The technical Proposal should contain all information required.

2.4.2 Content of the FINANCIAL OFFER

- Your separate financial offer must be in **USD currency**.
- The Financial Offer must cover all locations.
- The Financial Offer is to be submitted as per the Financial Offer Form (Annex C).
- UNHCR is exempted from all direct taxes and therefore price has to be given without VAT.

IMPORTANT:

You must clearly indicate on the attached format both your minimum and or normal rates per activity for all activities listed. Exclusion of an activity may result in exclusion of your response from the evaluation process.

Taking in consideration the current economic situation in the country you are requested to hold your offer valid for [180] days from the deadline for submission. UNHCR will make its best effort to select an organization within this period. UNHCR's standard payment terms are within 30 days after satisfactory implementation of services and receipt of documents in order.

The cost of preparing a Proposal and of negotiating a contract, including any related travel, is not reimbursable nor can it be included as a direct cost of the assignment.

2.5 BID EVALUATION:**2.5.1 Technical and Financial evaluation:**

For the award of this project, UNHCR has established evaluation criteria which governs the selection of offers received. Evaluation is made on a technical and financial basis.

There are 4 mandatory criteria that must be met by the bidder in order to be qualified for further consideration. These mandatory pre-conditions are not ratable components of the technical offer but are evaluated using a pass/fail evaluation.]

Mandatory Criteria	Pass/Fail
A. Valid Registration Documents / Certificate issued by competent authority	
B. The company registration date of a minimum three years before the tender deadline	
C. Copy of valid Tax Certificate	
D. Signed UNHCR's General Conditions of Contracts for the Provision of Services – 2018 and Supplier's Code of conduct	

IMPORTANT:

Failure to send any of the above requested documents will result in disqualification of your offer from further evaluation.

The percentage assigned to each component is determined in advance as follows:

The Technical offer will be evaluated using inter alia the following criteria and percentage distribution: [60] % from the total score.

The Technical offer score will be calculated according to the percentage distribution for the technical and financial offers. The cut-off point (Passing Score) for submissions to be considered technically compliant will be [36% out of the 60, or 36 out of the 60 points].

Clarification of Proposals:

To assist in the examination, evaluation, and comparison of proposals UNHCR may, at its discretion, ask the Bidder for clarification on the content of the proposal. The request for clarification and the response shall be in writing. No change in price or substance of the proposal shall be sought, offered, or accepted.

Financial Evaluation of Proposals

The financial proposal will only be evaluated if the technical proposal achieves a minimum of 36% of the total allocable points for the technical evaluation. Proposals failing to obtain this minimum threshold will not be eligible for further consideration. The maximum number of points for the price component is 40% of the total obtainable points. This maximum number of points will be allocated to the lowest price proposal. All other price proposals will receive points in inverse proportion according to the following formula:

Points for the price component of a proposal being evaluated = ([Maximum number of points for the price component] x [Lowest price]) / [Price of proposal being evaluated]

Criteria for selection of the best Proposal

Combined scoring method: The Technical Proposal will be weighted a maximum of 60% and combined with the Financial Proposal which will weight a maximum of 40%.

The evaluation and selection committee will consider the technical merits in accordance with the scoring system; however, it will not select a Proposal or award on the basis of a superior capability without consideration of price.

UNHCR reserves the right to award without clarifications and/or discussions.

If there are arithmetic mistakes in the budget of the technically acceptable applicants, UNHCR will rectify these mistakes on the following basis:

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail, and the total price shall be corrected; and
- If there is a discrepancy between the amounts in figures and in words, advantage will be given to the amounts in words.

If the correction(s) leads to a different total cost, this new total cost will be evaluated against other technically acceptable Proposals and considered as being part of the Best Value evaluation and selection. UNHCR reserves the right to reject the Proposal if the technically acceptable applicant does not accept the correction of mistakes in the budget by UNHCR.

UN Global Compact and other factors: UNHCR supports the UN Global Compact Initiative put forward on 31 January 1999 by UN Secretary-General Kofi Annan that would bring companies together with UN agencies, labor and civil society to support ten principles in the areas of the human rights, labor, environment and anti-corruption. We encourage our suppliers to sign up with the UN Global Compact Initiative.

2.6 SUBMISSION OF PROPOSAL:

The offers must bear your official letter head, clearly identifying your company and can also be sent to the street address of UNHCR offices via Post or Courier or Email at the addresses mentioned below:

The Bid must be sent in the following manner:

By e-mail:

Bids should be submitted by e-mail and all attachments should be in PDF format. (Copies of the PDF format documents may, as an addition, be included in Excel or other formats etc.).
The Technical and Financial offers shall be clearly separated.

The Technical and Financial offer shall be clearly separated

The technical Offer should be sent by E-mail Only to: SUDKHTO@unhcr.org

The Financial Offer should be sent by E-mail Only to: SUDKHFO@unhcr.org

It is your responsibility to verify that all e-mails/documents have been received properly before the deadline. Please be aware of the fact that the e-mail policy employed by UNHCR limits the size of attachments to a maximum of 20 Mb so it may be necessary to send more than one e-mail for the whole submission.

Please indicate in e-mail subject field:

Bid No. RFP/HCR/PZU/2025/02

Name of your firm with the title of the attachment
Number of e-mails that are sent (example: 1/3, 2/3, 3/4).
For example: RFP/2025/02 Company ABC (email 1 of 3)

IMPORTANT: The technical offer and financial offer are to be sent in separate documents. Failure to do so may result in disqualification. All bids must be clearly marked: NOT TO BE OPENED BY REGISTRY

Deadline: 06 March 2025:59 HRS Sudan Standard Time.

IMPORTANT: Any bid received after this date or sent to another UNHCR address may be rejected. UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective bidders simultaneously.

UNHCR will not be responsible for locating or securing any information that is not identified in the bid. Accordingly, to ensure that sufficient information is available, the bidder shall furnish, as part of the bid, any descriptive material such as extracts, descriptions, and other necessary information it deems would enhance the comprehension of its offer.

2.7 BID ACCEPTANCE:

UNHCR reserves the right to accept the whole or part of your bid.

UNHCR may, at its discretion, increase or decrease the proposed content when awarding the contract and would not expect a significant variation of the rate submitted. Any such increase or decrease in the contract duration would be negotiated with the successful bidder as part of the finalization of the Purchase Orders for Services.

UNHCR may, at its discretion, extend the deadline for the submission of bids, by notifying all prospective suppliers in writing. The extension of the deadline may accompany a modification of the solicitation documents prepared by UNHCR at its own initiative or in response to a clarification requested by a prospective supplier.

Please note that UNHCR is not bound to select any of the company submitting bids and does not bind itself in any way to select the company offering the lowest price. Furthermore, the contract will be awarded to the bid considered most responsive to the needs, as well as conforming to UNHCR's general principles, including economy and efficiency and best value for money.

2.8 CURRENCY AND PAYMENT TERMS FOR PURCHASE ORDERS

Any Purchase Order (PO) issued as a result of this RFP will be made in USD. Payment will be made in accordance to the General Conditions for the Purchase of Goods and Services in the currency in which the PO is issued. Payments shall only be initiated after confirmation of satisfactory receipt of goods by UNHCR business owner.

UNHCR can only facilitate payments through the local banks and not banks outside of Sudan

2.10 UNHCR GENERAL CONDITIONS OF CONTRACTS FOR THE PROVISION OF GOODS AND SERVICES

Please note that the General Conditions of Contracts (**Annex F**) will be strictly adhered to for the purpose of any future contract. The Bidder must confirm the acceptance of these terms and conditions in writing.

2.11 ZERO TOLERANCE POLICY

Please note that UNHCR strictly follows zero tolerance policy and as such advise suppliers not to offer any gift, favor, hospitality, etc. to UNHCR staff.

Signature

Ibrahima Drame
Supply Officer
Supply Section



Annex A - Terms of Reference

Provision of Internet connectivity for UNHCR in Sudan

The United Nations High Commissioner for Refugees (UNHCR) invites qualified Internet Service Providers to submit proposals for reliable Internet connectivity using fibre optics and /or terrestrial microwave to its offices in Sudan.

The selected vendor will be expected to deliver high-quality Internet services and professional support to UNHCR in Sudan, ensuring full compliance with these Terms of Reference. UNHCR offices are in the following states, each with an initial bandwidth capacity specified below:

State	#	Site Name	Site Category	Connectivity Type
Red Sea	1	CO Port Sudan	UNHCR County office	100Mb Fiber link
Blue Nile	2	FO Damazine	UNHCR Sub-office	50Mb Fiber link
White Nile	3	SO Kosti	UNHCR Sub Office	100Mb Fiber link
	4	GH Kosti	UNHCR Guest house	50Mb Fiber Link planned
North Sudan	5	Wadi Halfa	UNHCR Field Office	50Mb Fiber link
East Sudan	6	SO Kassala	UNHCR Sub Office	100Mb Fiber link
	7	FO Girba	UNHCR Field Office	50Mb Fiber link
	8	SO Gedaref	UNHCR Sub-office	50Mb Fiber Link
	9	SO Gedaref	UNHCR Annex office	50M Fiber link
	10	FU Babikri	UNHCR Field Unit	8Mb Microwave
	11	FU Doka	UNHCR Field Unit	8Mb Microwave
	12	FU Tunayaba	UNHCR Field Unit	8Mb Microwave planned
	13	Um Rakuba	UNHCR Camp	8Mb Microwave
	14	Shagareb	Camp	30Mb Fiber Link
Kordofan	15	SO Kadugli	UNHCR Sub Office	50Mb Fiber Link
	16	FO El Obeid	UNHCR Field Office	30Mb Fiber link

The ISP shall meet the following requirements:

- The ISP shall select, provide, and manage the CPE to be installed in UNHCR (to remain the property and responsibility of the Contractor).
- The ISP shall provide and manage whatever local loop is required to connect from its CPE at the UNHCR site to its point of presence.
- The ISP shall supply at least one public (i.e. non-NATed) IPv4 address at the demarcation point. The Contractor shall not perform a NAT or NAT-like function on traffic originating from UNHCR.
- The ISP shall provide congestion-free Internet connectivity to UNHCR.
- The ISP will provide a bandwidth monitoring tool to UNHCR.
- Acceptance Period
- The service shall be considered operational when Internet connectivity is established, and the UNHCR Internet router can reach one or more Internet nodes to which the performance measurements are performed.
- The ISP shall inform UNHCR when the service is operational. This will be considered the activation date for services.

Technical Support and Monitoring

- The ISP shall provide ongoing web, telephone, and email support to meet the specified service level requirements.
- The service provider should provide monitoring tools to monitor the services.
- The ISP will implement, operate, monitor performance, maintain, and correct faults in the CPE network elements.
- The ISP shall provide the connectivity services under the Service Level Agreement (SLA) requirements.

Billing

- The ISP shall create one account for the UNHCR with a service ID for each office.
- The ISP shall provide one invoice monthly with a service ID for each office for ease of identification.
- Invoice information.
 - A unique invoice number and date
 - Name of the UNHCR Office.
 - Name of the account manager and UNHCR focal point/requester
 - Provide a description of the services provided and the duration.
 - Amount and currency.
 - The Contractor's bank details (reflected in this frame agreement)

Service Level Agreement

No	Description	Remarks
1	Internet Bandwidth	Dedicated Internet Link for all UNHCR Offices
2	Connectivity	Over a Fiber Optic
3	Service Level Agreement (SLA)	At least 99% availability
4	Customer service	24 Hours, 7 days/week Dedicated private support telephone number and at least one staff for handling the technical problems
5	Public IP for UNHCR	A minimum of 4 IP addresses
6	Monitoring	Online traffic and usage monitoring tools for the links
7	Equipment	Include all necessary equipment and accessories to provide the required bandwidth and quality of the internet connectivity up to the UNHCR core switch (The ownership of all the equipment to provide the connectivity up to the core switch of each UNHCR office will be of the service provider)
8	Latency – Internal	Maximum latency: 5ms between UNHCR in Sudan and the ISP Internet gateway.
9	Delay response	Not over 2 second
10	Routing:	BGP with full Internet routes
11	Lead time for maintenance	At least one week time (annual maintenance schedule)

- There will be a one-month testing phase. During this phase, the provider will not bill the service.
- The provider must not use intermediate proxies or transparent proxies.
- There should be no limitations on traffic/ports; bandwidth capacity should be ensured through a direct IP connection, and there should be no mandatory proxy servers.
- Provider must not use Throttling as this could interfere with our services.
- Data confidentiality guarantee: The Provider may not scan traffic (unless this is done to find problems in the network for which a prior agreement must be obtained).
- The provider must have 24 hours a day, 7 days a week and 365 days of coverage for technical assistance and/or helpdesk facilities. Under normal circumstances, all problems should be resolved within a maximum of 24 hours after the notification from UNHCR is received.
- The provider is also responsible for contacting the designated UNHCR network specialist(s) for scheduled and un-scheduled downtime.
- In case of a fiber breakdown, the service provider shall provide a backup internet link at his/her own cost.

Annex B - Technical Evaluation Criteria

Provision of Reliable Internet Connectivity Using Fibre Optics And /Or Terrestrial Microwave For UNHCR Sudan Operations

Description		Evaluation Criteria	
S/N	Criteria	Max. Scores	Score Benchmarks
1	Valid Registration Documents/ Certificate issued by competent authority in Sudan	PASS/FAIL	
2	The company registration date of a minimum of five years before the tender deadline.	PASS/FAIL	
3	The bidder confirms the acceptance of the following Annexes in writing and will be required to adhere strictly to them for the proposed contract.	PASS/FAIL	
4	Annex F: General Conditions of Contracts for the Provision of Services -2018	PASS/FAIL	
5	Annex G: Supplier's Code of Conduct	PASS/FAIL	
1	Company profile, organizational structure, and relevant experience in providing internet using fibre or terrestrial microwaves	30	<ul style="list-style-type: none"> • Market share, number of clients (10 marks) • Vendors experience providing internet services to UN agencies, international organizations, embassies, governmental entities, and private companies. (10 marks) • Provided positive client details/reference (10 marks)
3	Capacity to provide internet using fibre or terrestrial in Sudan	15	<ul style="list-style-type: none"> • Cities/districts/Regions/States covered by the fibre optic or terrestrial along with details of the offices in the 18 states in Sudan. (15 marks)
3	A designated Account Manager for UNHCR	15	<ul style="list-style-type: none"> • The company provided details of the designated account manager for UNHCR, who will be the point person handling the UNHCR account. (15 marks) • The company did not provide a designated account manager (0 marks)

ANNEX C:

FINANCIAL PROPOSAL FORM

Provision of Reliable Internet Connectivity Using Fibre Optics And /Or Terrestrial Microwave For UNHCR Sudan Operations

PAYMENT TERMS: ACCEPTANCE OF UN PAYMENT TERMS (I.E. 30 DAYS NET FROM RECEIPT OF DOCUMENTS)

YES NO

BIDDERS NAME:

State	#	Site Name	Connectivity Type	Unit	Unit Price / Month (USD)
Red Sea	1	CO Port Sudan	100Mb Fiber link	LOT	
Blue Nile	2	FO Damazine	50Mb Fiber link	LOT	
White Nile	3	SO Kosti	100Mb Fiber link	LOT	
	4	GH Kosti	50Mb Fiber Link planned	LOT	
North Sudan	5	Wadi Haifa	50Mb Fiber link	LOT	
East Sudan	6	SO Kassala	100Mb Fiber link	LOT	
	7	FO Girba	50Mb Fiber link	LOT	
	8	SO Gedaref	50Mb Fiber Link	LOT	
	9	SO Gedaref.	50M Fiber link	LOT	
	10	FU Babikri	8Mb Microwave	LOT	
	11	FU Doka	8Mb Microwave	LOT	
	12	FU Tunayaba	8Mb Microwave planned	LOT	
	13	Um Rakuba	8Mb Microwave	LOT	
	14	Shagareb	30Mb Fiber Link	LOT	
Kordofan	15	SO Kadugli	50Mb Fiber Link	LOT	
	16	FO El Obeid	30Mb Fiber link	LOT	
Any other	17	Other Locations in	100Mb Fiber link	LOT	

location in Sudan	Sudan				
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Delivery Date required by UNHCR: Immediate as per UNHCR requested location

Offer Validity Period (days):

By Responding to this offer the service provider confirm acceptance of the below:

- UNHCR General terms of Contract for the provision of Services
- UNHCR Payment terms

PRICE QUOTED MUST BE EXCLUSIVE OF VAT

DATE: _____

NAME: _____

SIGNATURE: _____

IN THE CAPACITY OF: _____

DULY AUTHORIZED TO
SIGN BID FOR AND ON BEHALF OF: _____

OFFICIAL STAMP: