

REQUEST FOR PROPOSAL REQ-660-16-000076

For an

Internet Service Provider (ISP)

For the United State Agency for International Development/Democratic Republic of Congo

NOTICE TO CONTRACTORS

The United State Agency for International Development (USAID) invites you to submit a sealed bid proposal for contracting to provide an INTERNET SERVICE in one their residence.

Proposals, provided in strict compliance with requested specifications will be received at the Procurement Office, USAID/DROC, 198 Isiro Avenue, Kinshasa/Gombe no later than September 23, 2016 at 5:00 PM.

1. OVERVIEW

This request for Proposal (RFP) provides interested suppliers with sufficient information to prepare and submit proposals for consideration with the intent of contracting with one company to provide cost effective, convenient, fiber optic Internet access in one their residence.

USAID/DRC is requesting price quotations and detailed explanations of services offered from internet service providers herein referred to as “the contractor”. The contractor must provide all hardware, software, technical and customer support and connectivity to the internet.

Instructions are contained herein for proposal submissions and services to be provided. This RFP is to be distributed to a range of applicable suppliers able to provide the services required.

2. GENERAL INFORMATION

POINT OF CONTACT: The point of Contact for this RFP is Boris Kabeya, Procurement Agent at USAID/DROC, Phone: (+243)81 715 1139, e-mail bkabeya@usaid.gov . You may please submit all your questions regarding this RFP via e-mail. Requests will be received through e-mail only and responses will be forwarded to all potential respondents as soon as possible – again by e-mail.

BID OPENING DATE: September 13, 2016 at 1:00 Pm

3. GENERAL RATIONALE

It is the intention of this solicitation to receive bids for an INTERNET SERVICE PROVIDER. The contract period will be from the October 1, 2016 through September 30, 2016, by mutual agreement between the USAID and the Contractor. Bids are being solicited to provide a continuing Internet Service. Bidders are encouraged to fully study this bid proposal before completing and submitting responses on or before the bid due date and time.

USAID/DROC reserves the right to reject all or part of the respondent’s offer.

USAID/DROC reserves the right to contact references who can attest to the respondent's abilities to meet or exceed USAID requirements. References (names and phone numbers) must be provided with the RFP response.

USAID/DROC is not responsible for any cost incurred by the contractors for preparation of the RFP or costs incurred prior to award of a contract.

This contract will be in effect through September 30, 2021 unless otherwise cancelled by either party.

At all times this RFP and any subsequent contract(s) shall be conditional upon the availability of the fiscal budget.

4. **REQUIREMENT**

During the stated contract period USAID/DROC desires to offer dedicated Internet connection line with the fiber optic 384/192 kbps down/up in a residence facility. All contractors are requested to address each of the following requirements/services. The contractor may include any significant information not requested in the proposal.

All necessary equipment and software necessary to facilitate access to the internet service will be supplied, installed and/or maintained by the contractor. Please provide an overview of the intended configuration noting:

- a. Equipment to be installed/utilized
- b. Location of equipment to be installed
- c. Space/technical requirements/personnel to be supplied by USAID (If any)
- d. Number of users supported by configuration
- e. List of workstation type/models that can utilize the service
- f. Required interfacing hardware, i.e, modem, cable modem, etc.
- g. Server software provided/utilized
- h. Procedures for facilitating hardware/software upgrades
- i. Other online products and services offered through the connection

All support and services shall be the responsibility of the contractor. Please supply detailed explanation of the billing structure. Describe:

- a. Complete cost including connect charges, on-going support charges; disconnect charges, required software, etc.
- b. Available discounts
- c. Cost involved in discontinuance of service by either the USAID/DROC or the contractor
- d. Monthly billing procedures

The contractor must be a company normally engaged in providing Internet services in the Democratic Republic of the Congo. Contractors are to include with the quotation their qualifications to meet RFP specifications in terms of past and current experience. List all organizations with which your firm does business in the Democratic Republic of the Congo. State the length of time your firm has been providing Internet services. Contractor is to provide a minimum of three (3) references.