



REQUEST FOR QUOTATION

INTERNET SERVICE PROVIDER

ACF MOZAMBIQUE

Contents

1. PREAMBLE.....	1
2. PURPOSE OF THE QUOTE	1
4. EXPECTED SCHEDULE	2
5. SELECTION CRITERIA	3
6. SUBMISSION PROCEDURE	3

1. PREAMBLE

Action Contre la Faim (ACF) fights against the causes and effects of hunger and diseases which threaten the lives of children, women and men in vulnerable situations. Founded in France in 1979, Action Contre la Faim is a non-governmental, non-political, non-religious, and non-profit organization.

Present in the Mozambique since 2019, Action Contre la Faim strives to address the humanitarian issues identified today in the country, namely:

- Food insecurity and livelihoods,
- Nutrition, health and care practices,
- Water, sanitation, hygiene
- Advocacy
- Epidemiological risk.

2. PURPOSE OF THE QUOTE

The objective of this call for quotation is to solicit competitive offers to be able to sign a one (1) year framework agreement for internet services in his premises in Cabo Delgado (Pemba, Macomia & Mueda).

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3. DESCRIPTION & TECHNICAL SPECIFICATIONS

a. Price matrix

The following table is given as a template but can be modified by applicants to reflect a more detailed tariff grid. However, essential information must be provided.

	Criteria and Compliance	AAH Requirements or Expectations
1	Registration Documents	Yes, all required registration documents needed
2	TAX/VAT Registration	Yes, the ISP is registered for TAX/VAT
3	Company core activity	Internet Service Provider
4	Number of employees	N/A
5	Number of Offices within the Country	N/A
6	Experience with Action contre la Faim	The client must provide at least 5 references of current clients
7	Client References with whom the companies worked	
8	Bank Solvency / Financial Situation	The provider must be in good financial standing and have a solid track record of meeting its financial obligations.
9	Delivery date	Installation/Setup: XXX days in Provincial Offices
10	Transport and Installation of Equipment Cost	Must be covered by the provider
11	All taxes, VAT included in the price	Offer all inclusive is preferred
12	Payment Terms	Monthly payment preferred
13	Payment Conditions	Bank Transfer
14	Offer validity	6 months at least preferred
15	Unit Price (Monthly Subscription)	N/A
16	Tax	N/A

b. Supplier questionnaire

The following questionnaire is an integral part of the technical dossier and all questions must be answered and submitted with the offer in order to qualify.

	Criteria and Compliance	AAH Requirements or Expectations
1	Type of technology used to provide Internet (Wimax, Fiber, ADSL, 3G, VSAT - for VSAT specify which band)	Fiber
2	Bandwidth (in MBps)	8-12mbps
3	Symmetric or Asymmetric	Symmetric
4	Contention rate (1:1 or shared - if shared, please specify)	shared
5	Public IP	public
6	SLA (Service Level Agreement)	99.9% uptime
7	Origin of the Equipment used by the ISP (loan, rent, procurement)	loan
8	Latency (in ms) to 8.8.8.8	20ms
9	Use of a Monitoring Tool (specify which one)	the provider should provide a monitoring tool
10	Provision of a Back-Up line	Yes, 4G LTE backup line
11	Duration of the Test Period	30 days
12	Source of Internet and back-up links	N/A
13	Support Services	The provider must offers 24/7 support via phone, email, and chat.
14	Conditions for Maintenance of Equipments	The provider is responsible for all maintenance and repairs of the equipment.
15	Conditions for Contract Termination	The contract can be terminated by either party with 30 days written notice.
16	Conditions for Contract Relocation	If the customer relocates, the contract may be transferred to the new location
17	Can you sent in a copy of EcoVadis or any certified 3rd party assessment?	Yes/No
18	Can you show any evidence of WEEE registration?	Yes/No
19	Can you include a thorough buy-back scheme?	Yes/No
20	Can you present a solution how to offset their carbon footprint and TCO certified?	Yes/No

4. EXPECTED SCHEDULE

Steps	Dates*
Dissemination of the Call for quotation	02/02/2024
Deadline for submission of offers	16/02/2024, 5pm
Offers review and clarification	01/03/2024
Final negotiation deadline	08/03/2024
Contract signature	11/03/2024

5. SELECTION CRITERIA

In addition to the quality of the offers and the fact that they correspond to ACF's expectations, ACF will take into account in the final choice of the service the following criteria:

- Administrative document of the supplier (Alvara, NUIT)
- Detailed Technical offer
- Financial offer, in MZN including at least: unit cost, VAT, etc...
- Proposition annexes:
 - ➔ Please, provide a financial offer in MZN including at least: unit cost, VAT, installation cost if any, etc...
- Delivery lead time to Pemba
- Warranty & After-sales service condition
- Terms & conditions of payment
- Validity of offers

Note that ACF will pay attention to environmental and social issues. The vehicles offered are the least ecologically impactful (low fuel consumption, possibility of using energy renewable, low CO² emissions).

6. SUBMISSION PROCEDURE

Any supplier interested in this quote request must submit their proposal to the following addresses: tender@mz-actioncontrelafaim.org

No later than Friday 16th of February at 5:00 p.m.

Loic Pannetier
Logistic Hol

