



REQUEST FOR PROPOSAL REF CM-10-09-2024

Internet Service Provision (ISP) -

EGPAF Offices in Douala Yaoundé and Ebolowa. Dateline 30 Septembre 2024 at 5PM

1. Objectives

The present Terms of Reference aim to provide a framework for full TCP/IP Internet Service Provision for the EGPAF Cameroon Offices in Douala, Yaounde and Ebolowa. The service should be provided based on fixed monthly fee. Capacity requirements are as follows:

- 1- **Douala: symmetric 20.0 Mbps bandwidth**
- 2- **Yaounde: Symmetric 5 Mbps bandwidth**
- 3- **Ebolowa: Symmetric 5Mbps bandwidth.**

Connection should be cable type, preferably fiber-optic. The service is expected to be **highly stable and reliable**. The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities.

2. Background

EGPAF Douala Office is located in Bonanjo Douala, behind the ECOBANK building, with a total number of 80 end users connected through an inter-office LAN and Data Connectivity System.

3. Technical Requirements

- Speed requirement: symmetrical as specified above per office.
- Primary Connection should be of optic fiber type. A backup link on radio wave will be appreciated.
- No limitations on traffic/ports; bandwidth capacity should be ensured through direct fixed permanent public IP.
- Subnet of at least 6 static publicly routable IP addresses is required for the Douala office
- Service reliability must be ensured. Overall uptime should not be less than 99%.
- Data confidentiality guarantee: Provider may not scan traffic (if this should be done for finding problems in the network a prior EGPAF agreement must be obtained).
- All necessary hardware, cabling and software (if required for Internet service) should be provided and set up by the provider.
- Latency from the EGPAF Cameroon Douala office to google public DNS servers shall be no more than 75 ms.
- Worldwide accessibility
- Support Managed VPN Services
- ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the EGPAF Cameroon Office
- Free and unlimited technical support
- Traffic management, network monitoring and access to raw log files
- Quality of Service
- Fiber optic connectivity from the ISP to the Internet backbone

4. Additional Notes

- The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities. Under the normal circumstances all problems should be resolved within maximum 24 hours after the notification from EGPAF received. The provider is also responsible for contacting designated EGPAF network specialist(s) for both scheduled and unscheduled downtime.
- Offerors are required to describe what alternate routing or fallback arrangements for continuity of service they have in place (if any), should their primary link(s) to the Internet backbone become non-operational. The offeror is to indicate what contracting arrangement they have with the primary Internet providers they work with.
- The successful provider must have a physical presence, including availability of technical support, in Douala, Yaoundé and Ebolowa

5. Implementation Timeline

All installation works should be accomplished, and connection launched within 10 days after granting the Contract.

6. Contractual and payment stipulations:

- Internet service should be based on fixed monthly fee payment plan with no additional cost
- Contract duration: 1 year renewable.

7. Qualification Requirements and Terms and Conditions

EGPAF needs the following qualifications, Terms and conditions from the potential bidder:

- 5 years relevant experience in provision of services in nature, scale and complexity commensurate with the present terms of reference, with already provided services possessing features required by these terms of reference; The company must have at least three similar contracts (similar by scope, nature and amount), preferably with international / intergovernmental organizations. Evidences of these contracts are required; references from other clients are highly welcome.
- Qualified and experienced experts in Computer network administration, working under the general supervision and guidance of the department and / or company manager and under the overall oversight of the focal person in EGPAF. The proposed team should have solid experience in the provision of services in nature, scale and complexity commensurate with this requirement
- Seven days a week and 24 hours per day coverage for technical assistance and/or helpdesk facilities. Any problem should be resolved within a maximum of 2 hours after the notification.
- The bidder must have a Network Monitoring System (NMS) supported by a qualified and experienced engineers/technical support team.
- The bidder should propose a draft contract and a draft SLA supporting his offer.

8. Evaluation Criteria and Submission Requirements

The Foundation will accept proposals from the qualified ISP that is the BEST VALUE (i.e., the ISP that provides the most economically advantageous service to the Foundation). All proposals will be evaluated against the following Evaluation Criteria. Each proposal should contain the items listed in the Submission Requirements column in the following chart:

Step 1: Evaluation of Administrative documentation

The service provider must be a Cameroonian company specializing in private Internet service Provision, with the technical, financial and human resources necessary to carry out this mission.

Administrative documentation	Provide all the legal documentation related to the ISP <ul style="list-style-type: none">- Copy of the Matriculation (register de commerce)- Valid Taxpayer card- Valid Certificate of conformity (mandatory)- Legal authorization (mandatory) as ISP Provider in Cameroon- Localization Plan- Bank attestation (RIB)- Copy of the RFP signed at all the page	
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NB: Only offers that have presented all the required administrative documents will be eligible for the rest of the selection process.

Step 2 Technical Evaluation

Evaluation Criteria	Submission Requirements	Score
Technical offer	Description of the minimum organization of the company: date of creation, history of the company and list of clients.	10
	Description of the technical specification of the service provided with all the equipment to be installed, the technical team and the escalation matrix.	30
	Provide the SLA for this service and the technical assistance with matrix of escalation with the contact number and email addresses	15
Past performance	Provide at least Five (05) contracts (first and last page) with proof of execution and professional references from organizations where similar services were provided with phone and email contact information. References from NGOs/Embassies will be preferred. (if 5 = 25 pts; if 4= 20 pts; if 3 = 10; less than 3= 0)	25
Coverage	Provide a document justifying the coverage in terms of Optic fiber Internet coverage in Cameroon	10
Installation timeline	Provide the full-time necessary time for the installation to be completed (≤ 7 jours = 10pts; ≥ 8 and ≤ 15 jours= 5 pts; >15 jours =0)	10
Total		100

The technical evaluation will be scored out of 100 points. Bidders with a technical score less than 70 points will be eliminated. The Technical evaluation will count as 70% of the Final score

STEP 3- Financial Evaluation

After classification of the technical offers, only the financial offers of service providers having obtained at least 70 points will be opened and analyzed according to the amount of the financial. The financial evaluation will count as 30% of the Final score as follow:

Item	Weight
Technical Evaluation	70%
Financial offer	30%
Final Score= Technical scoreX70% + Financial OfferX30%	

The bidder with the highest financial score shall be considered the Winner of this tender.

9- SITES ASSESSMENT AND SURVEY

For site survey, kindly contact: Mr. Pascal Wafo Wabo at pwabo@pedaids.org ; Tel:

+237 6 58 02 76 67, **Monday to Friday from 9:00Am to 11 AM.**

10- SUBMISSION OF QUOTATIONS

Interested providers can submit their proposals on the company's letterhead using the latest on 30th September at 5PM

By email to Cameroontenders@pedaids.org with the subject **REQUEST FOR PROPOSAL REF CM-10-09-2024** or to the following addresses:

- 1- Douala: EGPAF DOUALA, Former Nigerian consulate after hotel beau rivage bonanjo. Contact +237 691105163
- 2- Yaoundé: EGPAF Bastos, Opposite CAMPOST office: contact: +237 6 90 56 82 86
- 3- Ebolowa: Former Nexttel Office Nko'ovos. Contact: +237 659002853

Late proposals/quotations will be rejected without being considered

ADDITIONAL INFORMATION

It is anticipated that there will be a requirement for additional services from the winning vendor, but funds are currently not available except for the initial assignment. In recognition of this, a **Fixed Price per Unit Contract with Option Quantities and Periods Services** will result from this solicitation.

Option quantities refer to the unit cost per additional employee added to the Foundation's payroll throughout the duration of the eventual Contract. Please provide the rate that will be charged to the Foundation for each additional employee added to payroll.

Each option period has a duration of (one) 1 additional year. If you are able and should additional funding become available and the Foundation wishes to exercise its option to extend this contract for up to an additional two (2) option years, please include with your financial proposal either:

- 1) The fixed Contractor rates that will be applied to perform services in the subsequent option period(s); or
- 2) The maximum percentage with which those rates will increase (for example, the rates in the attached quote will increase no more than 1.5% in the next assignment should the Foundation wish to exercise this option).

If not otherwise specified in the quote, the bidder agrees to the firm fixed rates for each option requested in this solicitation.

The option rates will be included in the initial contract(s) agreed upon by both parties. If a bidder is unable to provide a priced option at this time or should any of the services offered by the vendor become unavailable, or unavailable at the unit rate originally proposed, the contractor will inform EGPAF of those issues prior to the exercise of the next option. Pricing shall otherwise remain fixed at the originally agreed-upon rates.

KEY CONTRACT TERMS

The following Terms apply to all Requests for Proposals (RFP), unless otherwise stated in the final agreement executed by both parties, all contracts issued by the Foundation. Preference will be given to vendors who can meet Foundation terms. Any exceptions to the requirements or terms of the solicitation must be noted in the submission.

- 1) Participation in this solicitation is open to all legal contractors. These terms refer to all nationals and to all legal entities, companies or partnerships constituted under, and governed by, the civil, commercial or public law and having their statutory office, central administration or principal place of business. A legal entity, company, or partnership having only its statutory office must be engaged in an activity which has an effective and continuous link with the economy.

- 2) These terms apply to all bidders and any contractors or members of a consortium. To be eligible for participation in the tender procedure, bidders must prove to the satisfaction of EGPAF that they comply with the necessary legal, commercial, technical and financial requirement and are able to carry out the resulting contract effectively.
- 3) EGPAF shall use its best endeavours to ensure that funds provided under this tender do not provide direct or indirect support or resources to organizations and individuals that are associated with terrorism, promote or advocate the legalization or practice of prostitution or sex trafficking, or provide assistance to drug traffickers. If, during the course of this tender, EGPAF discovers any link whatsoever with any organization or individual associated with any or all of these, they shall be excluded or disqualified from the tendering process.
- 4) All applicants are required to be registered and comply with all the laws of doing business in the applicable country where services will be rendered. The Foundation may, at its discretion, require the presumed winner of the procurement to provide a copy of a valid registration certificate and/or tax compliance (i.e. VAT) prior to awarding of the final contract. Failure to provide this information at that time may automatically disqualify a Vendor from selection.
- 5) All quotations, proposals, and/or communications should be identified by the unique RFQ or RFP Reference Number reflected on the first page of the solicitation document. Failure to comply with this requirement may result in non-consideration of your submission.
- 6) Any quotations or proposals not addressing each of the submission requirements listed in the solicitation may be considered non-responsive and disqualify the applicant from final selection. Any exceptions to the requirements or terms of the RFQ or RFP must be noted in the final submission. The Foundation reserves the right to consider any exceptions to be non-responsive.
- 7) Late submissions may not be considered.
- 8) All proposals and/or quotes should be valid for a minimum of 90 days.
- 9) The RFP is not an offer to enter into agreement with any party, but rather a request to receive quotations/proposals from person(s) interested in providing the goods/services outlined in the released solicitation document. Such submissions shall be considered and treated by the Foundation as offers to enter into an agreement.
- 10) The Foundation reserves the right to reject all submissions, in whole or in part, enter into negotiations with any party, and/or award multiple contracts.
- 11) The Foundation shall not be obligated for the payment of any sums whatsoever to any recipient of the solicitation until and unless a written contract between the parties is executed.
- 12) Transport/distribution costs of any goods/services to the required site(s) must be included in the quotation. If not included in the quote, the quoted prices submitted will be assumed to be inclusive of such costs.
- 13) No extra charges of any kind will be allowed unless specifically agreed to by the Foundation in writing.

14) Unless otherwise specified in the final contract, full payment will be made by the Foundation to the Vendor within 30 days of receipt of invoice from the Vendor and either delivery of goods or completion of required deliverable. If applicable, within this 30 day period, the Foundation will inspect the commodities or services performed to verify the acceptable receipt of goods/services as promised by the submitted quote or notify the Vendor of any problems with the goods/services that were not caused by the Foundation's negligence or misuse. If the goods/services provided to the Foundation are deemed unacceptable or fail to meet any of the conditions or specifications described in the submitted quote, the Foundation will have the opportunity to cancel the order without penalty and receive full payment for any potential costs already incurred and paid to the Vendor.

15) The goods/services will be provided at the selected Supplier's premises unless otherwise requested and authorized by the Foundation. Payment will be made via check or electronic transfer.

16) Upon selection and execution of a final contract, Vendor will deliver the goods and/or services within a specified timeframe captured in the agreement.

17) Should the agreed delivery date not be met in the case of fault of the Vendor, the Foundation shall be entitled to demand payment of late delivery penalties amounting to (1%) of the value of the resulting contract and up to a maximum amount of (5%) of the entire value of the resulting contract. The Foundation will also have the right to cancel a contract without penalty and receive full payment for any potential costs already incurred and paid to the Vendor.

18) All items or deliverables provided to the Foundation must be furnished for the use of the Foundation without royalties or any additional fees.

19) All items or materials will be owned exclusively by the Foundation.

20) EGPAF reserves the right to terminate the final contract should the selected bidder be unable to fulfill its expected obligations.

21) By submitting a bid, all vendors certify that the person(s) involved in the preparation and collation of the proposal and/or quotes were or are in no way associated or have any Conflict of Interests with the initial preparation of the solicitation, the tender documentation, or the subsequent evaluation, assessment, analysis, management, and decision-making process of this tender.

22) Equal Opportunity Notice. The Elizabeth Glaser Pediatric AIDS Foundation is an Equal Employment Opportunity employer and represents that all qualified bidders will receive consideration without regard to race, color, religion, sex, or national origin.

23) Ethical Behavior. As a core value to help achieve our mission, the Foundation embraces a culture of honesty, integrity, and ethical business practices and expects its business partners to do the same. Specifically, our procurement processes are fair and open and allow all vendors/Contractors equal opportunity to win our business. We will not tolerate fraud or corruption, including kickbacks, bribes, undisclosed familial or close personal relationships between vendors and Foundation employees, or other unethical practices. If you experience or suspect unethical behavior by a Foundation employee, please contact our Fraud Investigations team [at fraud@pedaids.org](mailto:at_fraud@pedaids.org) or the Foundation's Ethics Hotline at www.reportlineweb.com/PedAids. Any vendor or Contractor who attempts to engage, or engages, in corrupt practices with the Foundation will have their proposal disqualified and will not be solicited for future work.