



**Elizabeth Glaser
Pediatric AIDS Foundation**
Fighting for an AIDS-free generation

REQUEST FOR PROPOSALS #S068578
Provision of Fibre Optic Service to MOH Facilities
in support of
ELIZABETH GLASER PEDIATRIC AIDS FOUNDATION (EGPAF)
Lilongwe Office
(Fourth and Firth Floor Offices, Gemini House City Centre, Lilongwe, Malawi)
Firm Deadline: Monday, January 6, 2025

The Elizabeth Glaser Pediatric AIDS Foundation, a non-profit organization, is the world leader in the fight to eliminate pediatric AIDS. Our mission is to prevent pediatric HIV infection and to eliminate pediatric AIDS through research, advocacy, and prevention and treatment programs. For more information, please visit <http://www.pedaids.org>.

BACKGROUND

The Elizabeth Glaser Pediatric AIDS Foundation (EGPAF), on behalf of the Ministry of Health (MoH), aims to enhance connectivity across its network of health facilities to support efficient and reliable digital health service delivery. This initiative requires a stable, high-speed fiber connection across 75 health facilities to support electronic health records (EHR), data transmission, and other critical functions.

SCOPE OF WORK AND CONTRACTOR DELIVERABLES

Scope of Work

The selected ISP(s) will be responsible for:

- Providing dedicated fiber connectivity to 75 health facilities.
- Ensuring consistent and reliable speeds to meet MoH operational requirements.
- Installation, configuration, and testing of connectivity equipment.
- Provisioning of all necessary hardware, software, and licenses required for connectivity.
- Offering ongoing technical support and maintenance, including troubleshooting and issue resolution.

Objectives

- To achieve a minimum upload and download speed of 10 Mbps per facility.
- To ensure 99% uptime for uninterrupted service delivery.



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- To implement a robust support and maintenance framework.
- To enhance MoH's ability to conduct real-time data transfers for health records, and other services.

Technical Requirements

- **Fiber Specifications:** Dedicated fiber connection, capable of achieving high speeds with low latency.
- **Uptime and Reliability:** 99% uptime with Service Level Agreements (SLAs) defining penalties for downtime.
- **Redundancy:** Provision for backup connections or rapid restoration protocols in case of primary link failure.
- **Security Standards:** Compliance with data protection and network security standards to protect sensitive health data.
- **Monitoring and Reporting:** Real-time monitoring tools with monthly performance reports to MoH.

Deliverables

- **Detailed Project Plan:** Including timelines, equipment, and installation schedules for each facility.
- **Installation and Configuration:** Completion of fiber installation at each facility within the agreed timeline.
- **Testing and Verification:** Conduct speed tests, latency checks, and connectivity verifications at each site, with documented results.
- **Training and Documentation:** Provide training sessions and detailed documentation on connectivity maintenance for MoH staff.
- **Monthly Reporting:** Reports on bandwidth utilization, uptime, incident response, and resolution.

Service and Support Requirements

- **Technical Support:** 24/7 technical support, with response and resolution times defined in the SLA.
- **Preventive Maintenance:** Quarterly preventive maintenance at each site.
- **Troubleshooting:** On-site or remote support within 4 hours for high-priority issues.
- **Escalation Procedures:** Clearly defined escalation procedures for unresolved incidents.



KEY CONTRACT TERMS:

The anticipated contract type is Firm Fixed Price Contract. Unless stated otherwise in the statement of the work, the Contractor is responsible for providing equipment and/or supplies required to perform the services.

OPTIONAL WORK:

The Foundation also anticipates a need to potentially extend this scope of work for an additional 3 option periods. The anticipated duration of each option period is 12 months. Please indicate any pricing changes for the option periods in response to this RFP.

EVALUATION CRITERIA AND SUBMISSION REQUIREMENTS:

The Foundation will accept the proposal that presents the best value. All proposals will be evaluated against the following Evaluation Criteria. Each proposal must contain the items listed in the Submission Requirements column in the following chart. Please submit your Submission Requirements in the order that they appear below.

Evaluation Criteria	Submission Requirements	Weight
Organisation's Capacity , qualification and Prior experience	Most recently completed annual financial or income statement of the vendor (or other similar evidence) confirming the capital and ability to support a large procurement. (2)Contact information for a minimum of 3 professional references from former customers. References/recommendation letter must be obtained from a company that reflect a similar assignment(either in value, scope or both) to the services requested in this RFP. (3) Proof that the supplier is authorised by law or applicable regulations to provide Fibre Optic Connectivity. A site visit to one of the locations where the bidder has performed similar projects will be conducted as part of the evaluation process.	40.00 %
Contractor's proposed process and approach to meet our needs Efficiently	A detailed and comprehensive proposal explaining the process , equipment and timeline for implementation.	30.00 %
Total fixed price	Total fixed price to complete all of the deliverables, including a breakdown by deliverable. This fixed price should be inclusive of all travel, staff/consultant time and any necessary supplies and materials.	30.00 %



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Total	100.00%
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All applicants are required to be registered and authorized to perform the scope of work in the place of performance. A copy of valid registration must be submitted with each proposal.

Penalty:

Should the agreed delivery or completion dates not be met in the case of fault of the Contractor, the Foundation shall be entitled to demand payment of late delivery penalties amounting to 2 % of the value of the late deliveries/services per started week of delay up to a maximum amount of 5% of the entire value of the contract.

Additional Instructions:

Bidders are invited to attend a briefing meeting and conduct a site visit at Kamuzu Central Hospital on December 19, 2024, at 9:30 AM. This opportunity will allow for a thorough assessment of the requirements necessary to develop a detailed, comprehensive, cost-effective, and sustainable solution for all 75 proposed sites. For registration and further information, please contact procurementmw@pedaids.org.

PROPOSED TIMELINE:

DATE	ACTIVITY
	Release of RFP
12/16/2024	Submission of Inquiries directed to: procurement mw, EGPAF Malawi Procurement Department, procurementmw@pedaids.org Any form of canvassing will lead to automatic disqualification of the firm
	No phone calls please.
12/23/2024	Question and Answer Response Document posted on EGPAF website at http://www.pedaids.org/pages/contracting-opportunities



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1/6/2025

Completed proposals must be delivered electronically by the deadline mentioned on page one to: procurement mw, EGPAF Malawi Procurement Department,
malawiprocurements@pedaids.org

1/15/2025

Final decision announced and Offerors notified

2/3/2025

Contract executed and Services begin.

Please note it is our best intent to comply with the above timeline but unavoidable delays may occur.

KEY SOLICITATION TERMS AND CONDITIONS

The following terms and conditions apply to this solicitation. Preference will be given to bidders who can meet EGPAF terms. Any exceptions to the requirements or terms of the solicitation must be noted in your submission.

1. All submissions 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. Late quotes/proposals may be rejected without being considered.
2. Participation in this solicitation is open to all legal vendors that are registered and comply with the laws of doing business in the applicable country where services will be rendered. To be eligible for participation in the bidding procedure, bidders must prove to the satisfaction of EGPAF that they comply with necessary legal, commercial, technical, and financial requirements and are able to carry out the resulting work effectively. EGPAF may, at its discretion, require the presumed winner of the procurement to provide a copy of a valid registration certification and/or tax compliance (i.e. VAT) prior to awarding of the final procurement. Failure to provide this information at that time may automatically disqualify a bidder from selection.
3. EGPAF shall use its best endeavors to ensure that funds provided under this solicitation 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 solicitation, 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 bidding process.
4. EGPAF reserves the right to terminate the final contract should the selected bidder be unable to fulfill its expected obligations.
5. By submitting a bid, you certify that the person(s) involved in the preparation and collation of quotes/proposals were or are in no way associated or have any Conflict of Interests with the initial preparation of the solicitation, the tender documentation, or



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the subsequent evaluation, assessment, analysis, management, and decision-making process of this solicitation.

6. The solicitation is not an offer to enter into agreement with any party, but rather a request to receive proposals or quotations from person(s) interested in providing the goods/services outlined in the released solicitation document. Such submissions shall be considered and treated by EGPAF as offers to enter into an agreement.
7. 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 solicitation must be noted in the final submission. EGPAF reserves the right to consider any exceptions to be non-responsive. EGPAF reserves the right to reject all submissions, in whole or in part, enter into negotiations with any party, and/or award multiple contracts.
8. EGPAF 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.
9. **Equal Opportunity Notice.** The Elizabeth Glaser Pediatric AIDS EGPAF 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.
10. All items or deliverables provided to EGPAF must be furnished for the use of EGPAF without royalties or any additional fees. All Materials will be owned exclusively by EGPAF. Bidder will not use or allow the use of the Materials for any purpose other than bidder's performance of the Contract without the prior written consent of EGPAF.
11. **ETHICAL BEHAVIOR:** As a core value to help achieve our mission, EGPAF 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/consultants 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 EGPAF employees, or other unethical practices. If you experience of suspect unethical behavior by an EGPAF employee, please contact our Fraud Investigations team at fraud@pedaids.org or EGPAF's Ethics Hotline at www.reportlineweb.com/PedAids. Any vendor or consultant who attempts to engage, or engages, in corrupt practices with EGPAF will have their bid disqualified and will not be solicited for future work.
12. **Prohibition on Contracting for Certain Telecommunications and Video Surveillance Services or Equipment:** In accordance with Section 889 of the National Defense Authorization Act for Fiscal Year 2019, supplier understands and agrees that if awarded a contract as result of this solicitation, it will not procure or use any equipment, system, or service that uses "covered telecommunications equipment or services" as a substantial or essential component of any system, or as critical technology as part of any system under the resulting contract. "Covered telecommunications equipment or services" includes telecommunications or video surveillance equipment or services (including, but not limited to, cell phones, security cameras, network switches, and routers) manufactured by or with components from these Chinese companies or their subsidiaries or affiliates: (1) Huawei Technologies Company; (2) ZTE Corporation; (3) Hytera Communications Corporation; (4) Hangzhou Hikvision Digital Technology



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Company; or (5) Dahua Technology Company. In the event the supplier identifies covered telecommunications equipment or services used as a substantial or essential component of any system, or as critical technology as part of any system, for performance of this agreement for EGPAF, the supplier will notify EGPAF immediately and will be guided to provide the information required by FAR 52.204-25. The supplier agrees to insert the substance of this clause in all of its subcontracts or purchase orders funded by EGPAF.

13. **Prohibition on the use of Kaspersky Lab.** In accordance with Section 1634 of the National Defense Authorization Act for Fiscal Year 2018, supplier understands and agrees that if awarded a contract as result of this solicitation, it will not provide any “covered article” to EGPAF or use any “covered article” in the development of data or deliverables first produced in the performance of a resulting contract or order. “Covered article” means any hardware, software, or service that: (1) Is developed or provided by a “covered entity”; (2) Includes any hardware, software, or service developed or provided in whole or in part by a “covered entity”; or (3) Contains components using any hardware or software developed in whole or in part by a “covered entity”. “Covered entity” means (1) Kaspersky Lab; (2) Any successor entity to Kaspersky Lab; (3) Any entity that controls, is controlled by, or is under common control with Kaspersky Lab; or (4) Any entity of which Kaspersky Lab has a majority ownership.