



REQUEST FOR PROPOSAL

TENDER DOCUMENT FOR INTERNET CONNECTIVITY

Ref No : LMH-IC-001-2017

Issue date : May 8, 2017

Deadline : May 19, 2017

Time : 4:00pm, Local Time

Submit tender to: Tender Selection Committee
Last Mile Health, Congo Town
Monrovia, Liberia

Email: ttyee@lastmilehealth.org

SECTION I: PURPOSE OF REQUEST FOR PROPOSAL

The IT section within the Department of Operations at Last Mile Health wants to contract the services of a professional, reliable and credible internet service provider to ensure a well-functioning Internet services at its offices in Zwedru, Konobo District, Grand Gedeh County and Cestos, Rivercess County.

SECTION II PROPOSAL SUBMISSION REQUIREMENTS

1. Bidders are required to submit competitive technical and financial proposals. Technical and financial proposals from qualified bidders must include but need not be limited to the following:

1) Technical Proposal

- a. Bidder must submit a Letter of Interest in its proposal
- b. Background knowledge of the services described (RFP/TOR)
- c. Bidder must provide details of similar services provided to other institutions specifically NGOs including the methodology used;
- d. Bidder must submit its company's profile detailing the CV/Resume of key professional staff education and relevant experience to undertake the assignment;
- e. Bidder must have a minimum of three (3) years of experience in providing well-functional and reliable internet connectivity;
- f. Bidder must submit at least four (4) references of clients (institutions) it has provided similar and effective internet connectivity;
- g. Bidder must submit valid business registration and tax clearance certificates;
- h. All bids must be submitted either electronically or in sealed envelopes and address to: tyee@lastmilehealth.org or to the above address on the first page of the tender document
- i. Proposals must be submitted in separate attachments using PDF files if it sent electronically;
- j. All bids must be submitted on or before May 19, 2017 at 4:00 PM, Local Time (Liberian Time)

2) Financial Proposal

- a) Bidder must submit two years audited financial statement
- b) Bidder's financial proposal must provide detailed breakdown of costs by activities;

SECTION III: EVALUATION CRITERIA

All proposals submitted will be reviewed to determine that bidders meet the minimum requirements prescribed in the RFP. An evaluation committee of Last Mile Health will evaluate and rate all proposals under consideration, applying the evaluation criteria described below.

<u>Characteristics</u>	<u>Response Category</u>	<u>Points</u>
Organizational Capacity	Evidence of adequate organization resources (professional staff) and professional ability to meet requested services	30 Points
Demonstrated Experience	Evidence of prior successful experiences in the provision of services	40 Points
Budget	Budget Plan, reasonableness of total cost	30 Points

Scope of Work: Provision of internet connectivity/services

TASKS & RESPONSIBILITIES:

1. The service provider will provide connectivity to LMH with the speed of three (1) Mb Downlink and two (2) Mb Uplink Dedicated with minimal downtime. But share between 3 or 4 locations (Zwedru & Konobo, Grand Gedeh County and Cestos, Rivercess County);
2. The service provider may provide equipment when necessary and installation as well as ensure that the service provided works satisfactorily and acceptable to LMH;
3. The internet service provider during installation and setup, shall ensure that the service is connected to LMH internal network and it works properly;
4. The service provider shall provide technical support following installations for the period of the contract that is, if it is not a fault within LMH internal network;
5. The service provider shall commit to a backup service in time of prolong disconnection from primary link;
6. The service provider shall be committed to responding to technical problem promptly to get staff back on for their normal days' work;
7. Service provider shall be responsible for the license renewal services surrounding LMH Cisco Meraki wireless cloud network management security system;
8. Service provider must provide 24 hour internet access to the Last Mile health;
9. The service provider must provide full time 24 hour internet access to the above named offices