REQUEST FOR QUOTATION[1]

RFQ AGRA-MW- 1046

Provision of Internet Services for AGRA Malawi

CLIENT: AGRA

[1] AGRA reserves the right to determine the structure of the process, number of short-listed participants, the right to withdraw from the proposal process, the right to change this timetable at any time without notice and reserves the right to withdraw this tender at any time, without prior notice and without liability to compensate and/or reimburse any party.

Synopsis of the Request for Quotation

Solicitation Reference No.	RFQ AGRA-MW-1046
Title of Solicitation	Provision of Internet Services to AGRA Malawi office
Issuing Office & Address	AGRA Malawi Website: www.agra.org
Supplier Eligibility	Only Malawian registered firms are eligible to bid
Point of Contact for Clarifications & Questions	Malawiprocurement@agra.org
Mode of Submission	Electronically via Oracle System
Solicitation Issue Date	As per "Open Date" indicated in Oracle System
Deadline for Submission	As per "Closing Date" indicated in Oracle System
Contract Type	Framework Agreement
Contract Period	One year, subject to renewal upon satisfactory performance and availability of budget
Service Location	AGRA Malawi Office, Area 10 Lilongwe
Submission and Evaluation Criteria	**Mandatory Eligibility Requirement:** a) Company profile b) Business Registration/ Certificate of Incorporation c) Valid Tax Clearance Certificate d) Confirmation that the firm will provide 30 days' credit e) Three reference letters of similar works carried out
Site Visit	Bidders are required to undertake a site visit before submission of their quotation

1. Background

AGRA is a not-for-profit organization formed in 2006. AGRA's mission is to catalyze agricultural transformation in Africa through innovation-driven and sustainable productivity increases and access to finance that improves the livelihoods of smallholder farmers.

AGRA Malawi seeks to engage a competent and experienced Internet Service Provider to provide reliable, secure and stable Internet connectivity for its Malawi office. The provider will be responsible for installation, connectivity, monitoring, technical support, maintenance and service continuity in accordance with the agreed service levels.

Bidders must possess the necessary professional competence, financial resources, physical facilities, managerial capability, experience in the provision of office internet. They should also have legal capacity to enter into a contract and demonstrate that they have continuously fulfilled obligations to pay taxes as required by Malawian law.

2. Purpose

The purpose of this RFQ is to establish a framework agreement with a qualified Internet Service Provider to provide reliable Internet connectivity for AGRA Malawi. The service shall include a dedicated primary

connection, independent backup connection, required equipment and cabling, sufficient Wi-Fi access points, 24/7 technical support, monitoring and reporting.

3. Scope of Services

The service provider shall provide the following minimum requirements. Bidders should clearly indicate compliance and any proposed enhancement.

Service Area	Minimum Requirement / Acceptance Measure
Primary Internet	Dedicated symmetric 75 Mbps bandwidth with 1:1 contention ratio.
Backup Internet	Dedicated 20 Mbps backup link from a different upstream source than the primary link.
Connectivity	Fibre-optic connection preferred. Wireless may be considered for the backup link.
Uptime	Minimum 99.9% overall service availability.
Public IP Addresses	At least 14 static, publicly routable IP addresses.
Traffic / Ports	No traffic or port restrictions; capacity provided through direct IP connection.
Automatic Failover	Automatic switchover to the backup link upon primary link failure. Vendor shall provide all required equipment.
Latency	Maximum 275 ms to the specified international gateway/locations, including Nairobi, Kenya and New York, USA.
Wi-Fi Coverage / Access Points	During installation, the provider shall assess office Wi-Fi coverage and install sufficient additional access points, where required, to ensure reliable and adequate wireless coverage throughout AGRA working areas. All required access points, cabling and configuration shall be included in the installation proposal.
Equipment & Installation	Provide, install, configure and maintain all hardware, cabling and software required for the Internet service.
Network Monitoring	Provide network monitoring, traffic management and access to relevant raw log files for AGRA IT.
VPN	Support managed VPN services and worldwide accessibility.
Security	Maintain confidentiality of AGRA traffic. Traffic inspection/scanning shall not be undertaken without prior AGRA approval, except where expressly agreed for troubleshooting.
Local Presence	Maintain physical presence and technical support capability in Malawi.

4. Service Levels and Response Times

The bidder shall meet or improve the minimum service levels below. Response time is measured from receipt/acknowledgement of an incident to the start of support.

Priority	Example	Minimum Response	Target Resolution / Action

Critical	Major Internet/network outage affecting most or all users	30 minutes	Immediate action; restore service or provide workaround and escalate to AGRA IT.
High	Issue preventing an individual or key function from working	1 hour	Resolve within 4 working hours where reasonably possible, or provide workaround/escalation.
Medium	Issue affecting a user where a workaround is available	4 working hours	Resolve within 1 working day where reasonably possible.
Low	Routine request, installation or minor issue	1 working day	Resolve within 2 working days or agree a completion date with AGRA.

- 24/7/365 technical support and helpdesk shall be available at no additional cost.
- Planned downtime shall be communicated to the designated AGRA IT contact in advance.
- For third-party dependencies or equipment replacement, the provider shall keep AGRA informed of the dependency and next action.

5. Key Deliverables

- Reliable primary and backup Internet connectivity meeting the agreed bandwidth and uptime requirements.
- Adequate Wi-Fi coverage across AGRA working areas, including installation of additional access points where required.
- 24/7/365 technical support and timely incident resolution.
- Network monitoring and prompt escalation of service interruptions.
- Weekly network performance, utilisation and usage analysis reports.
- Installation, configuration and maintenance of all required Internet service equipment.
- Clear service continuity and fallback arrangements.

6. Service Requirements

- The provider shall maintain a physical presence and technical support capability in Malawi.
- The provider shall assign a named technical contact responsible for AGRA support.
- All equipment and materials required to deliver the quoted service shall be provided by the vendor unless specifically stated otherwise.
- The provider shall maintain service records and cooperate with AGRA's designated ICT focal point.
- No additional chargeable work shall be undertaken without AGRA's prior written approval.

7. Implementation Timeline

- Installation, configuration and service activation shall be completed within fifteen (15) days of contract signing.
- The provider shall assess AGRA's office Wi-Fi coverage during installation and add sufficient access points to improve service coverage where required.

- The provider shall test and demonstrate the primary link, backup link, automatic failover and Wi-Fi coverage before service acceptance.

8. Project Timeframe

This contract shall be valid for a period of one (1) year, with effect from (date will be specified after the award). The contract will be renewable subject to performance and availability of budget.

9. Contractual and payment stipulations:

I. Internet service should be based on fixed monthly fee payment plan with no additional cost

II. Contract duration: 1 year with possibility for graceful exit with a 30-, 60- or 90-days period of written notice, without penalties for AGRA.

III. Bandwidth revisions will be done to increase bandwidth at no additional cost to AGRA when international bandwidth pricing drop.

10. Qualification Requirements and Terms and Conditions

Requirement	Minimum Requirement / Evidence
Relevant Experience	Minimum five (5) years' experience providing Internet services of similar nature, scale and complexity.
Similar Contracts	At least three (3) similar contracts, preferably with international/intergovernmental organisations or INGOs.
Technical Capability	Qualified and experienced technical personnel able to support Internet, networking and related infrastructure.
Network Monitoring	Evidence of an operational Network Monitoring System (NMS).
Local Support	Evidence of physical presence and technical support capability in Malawi.

11. Guidelines for Quotation Submission

- Proposals shall be submitted in oracle system before the deadline.
- Proposals shall be submitted in local currency (MWK).
- The quotation should show monthly rate and total rate for 12months(1year)

12. Terms and Conditions

a. PRICES to be quoted in local currency (MWK) inclusive of all applicable taxes.
b. PAYMENT for your invoice will be made 100% against service delivery
c. **QUALITY**: All services and products provided shall meet the required AGRA Standards
d. **VALIDITY** of your quotation should be for a period of 60 days from the date of your quotation.
e. AGRA Payment terms are 30 days from invoice date.

13. MANDATORY DOCUMENTS

The following documents shall be provided:

a. Copy of Registration Certificate/ Certificate of Incorporation
b. Company profile

c. Valid tax compliance certificate.
d. At least three references of similar services.
e. Confirmation that the firm will provide 30 days' credit
f. Detailed Quotation for 12months.

14. COLLUSIVE BEHAVIOUR

Any Bidder who:

a) Fixes or adjusts the amount of its Bid by or in accordance with any agreement or arrangement with any other party; or
b) Communicates to any party other than AGRA or, as applicable, the amount or approximate amount of its proposed Bid or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence in order to obtain quotations necessary for the preparation of the Bid or insurance or any necessary security); or
c) Enters into any agreement or arrangement with any other party so that such other party shall refrain from submitting a Bid; or
d) Offers or agrees to pay or give or does pay or give any sum or sums of money, inducement or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any other Bid or proposed Bid, any act or omission, shall (without prejudice to any other civil remedies available to AGRA and without prejudice to any criminal liability which such conduct by a Bidder may attract) be disqualified.

15. AMENDMENTS TO BID DOCUMENTS

At any time prior to the deadline for the receipt of Bids, AGRA may modify the RFQ by amendment. Any such amendment will be numbered and dated and issued by the Authority to all prospective Bidders. In order to give prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, the Authority may, at its discretion, extend the Deadline for receipt of Bids.

16. LATE BIDS

All bids must be submitted exclusively through the Oracle system within the stipulated deadline. Submissions via email or any other medium will not be accepted. Once the RFQ is closed in the Oracle system, bidders will no longer be able to submit their bids.

17. RIGHT TO REJECT/DISQUALIFY

AGRA reserves the right to reject or disqualify a Bidder where

a) The Bidder fails to comply fully with the requirements of this Request for Quote or is guilty of a serious misrepresentation in supplying any information required in this RFQ document; and/or
b) The Bidder is guilty of serious misrepresentation in relation to its Bid; and/or
c) There is a change in identity, control, financial standing or other factors impacting on the selection and/or evaluation process affecting the Bidder.

18. RIGHT TO WITHDRAW RFQ AND CHANGE DELIVERY TIMETABLE

AGRA reserves the right to (i) withdraw the RFQ without prior notice (ii) to change this tender timetable at any time without notice and reserves the right to withdraw this tender at any time, without prior notice and without liability to compensate and/or reimburse any party.

19. Further information can be obtained by writing to: MalawiProcurement@agra.org

20. Please confirm by email the receipt of this invitation and whether or not you will submit your price quotations.

Sincerely,

AGRA Procurement