

REQUEST FOR QUOTATION

From: < Norwegian Refugee Council, Mosul >

Date: 02 December 2018

SUBJECT: INTERNET SERVICE PROVISION FOR NORWEGIAN REFUGEE COUNCIL PREMISES IN NINEWA (MOSUL, HAMMAM AL ALIL, SINJAR & BAAJ)**Manner of Submission:**

Please submit your quotation in accordance with the requirements to NRC Offices. The office addresses are as below.

All the emails should title **INTERNET SERVICE PROVISION FOR NORWEGIAN REFUGEE COUNCIL PREMISES IN NINEWA (MOSUL, HAMMAM AL ALIL, SINJAR AND BAAJ)**Should be send to ig.mosul.procurement@nrc.no not later **15:00PM Iraqi Time on Monday 10th December 2018** promptly. Companies who do not submit their quotation by this deadline will not be considered.**Note: This RFQ will lead into a 1 year framework agreement (FWA). The rates provided are expected to be constant for the period of the FWA. The contract can be extended upon satisfactory performance or terminated by a new NRC tender process for these services after the mentioned period.****Requirements:**

The office of the Norwegian Refugee Council invites your company to make a firm offer for the following items

Goods: Services

Specifications: As per below table

Quantity: As per below table

Currency of quotation is USD

| | | | | For supplier to fill in: | | |
|-----|---|---------------------|---------|--------------------------|-----------------|------------------|
| No. | Location | Item Description | Unit | Qty | Unit price(USD) | Total price(USD) |
| 1 | Ninewa (Mosul, Hammam al alil, Sinjar and Baaj) | 60 Mbps shared user | Monthly | 1 | | |
| 2 | Ninewa (Mosul, Hammam al alil, Sinjar and Baaj) | 50 Mbps shared user | Monthly | 1 | | |
| 3 | Ninewa (Mosul, Hammam al alil, Sinjar and Baaj) | 40 Mbps shared user | Monthly | 1 | | |
| 4 | Ninewa (Mosul, Hammam al alil, Sinjar and Baaj) | 30 Mbps shared user | Monthly | 1 | | |
| 5 | Ninewa (Mosul, Hammam al alil, Sinjar and Baaj) | 20 Mbps shared user | Monthly | 1 | | |
| 6 | Ninewa (Mosul, Hammam al alil, Sinjar and Baaj) | 15 Mbps shared user | Monthly | 1 | | |

| | | | | | | |
|---|---|---------------------|---------|---|--|--|
| 7 | Ninewa (Mosul, Hammam al alil, Sinjar and Baaj) | 10 Mbps shared user | Monthly | 1 | | |
| 8 | Ninewa (Mosul, Hammam al alil, Sinjar and Baaj) | 5 Mbps shared user | Monthly | 1 | | |

Total price

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|--|
| |
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Additional notes and mandatory questions to the bidders

1. What is the bandwidth capacity within the country and what is the bandwidth capacity for international traffic?
2. In milliseconds, what is the latency (round trip time, RRT) for traffic going to the destination *mail.nrc.no*?
3. What is the service level agreement offered by the supplier (Please note NRC requests Maintenance and support 24/7, and 3 days as test service before signing a contract)
4. Do you accept NRC payment terms accepted (by bank transfer or cheque within 30 days)
5. What is the delay of installation after signature of the contract?
6. Please provide your company profile and references
7. What are the material specifications and costs involved (Please note all sites in Hamam Al Alil, Mosul and Sinjar guesthouses have a receiver antenna (Nano bridge m5 or Power beam) except for Mosul Office.
8. Provide back-up line in case of maintenance or disconnect from the source.
9. Always have an open hotline telephone for support, and we should be notified if there is a disconnection from the source. Proper and regular feedback
10. Scheduled maintenance by the service provider should occur after NRC working hour's i.e. between 4pm and 8am.

Additional information required from supplier:

Quote validity period : مهلة العرض

Supplier Information

Company name اسم

الشركة/.....Stamp/.....

Address/عنوان.....

Contact person/ممثل الشركة.....

Contact Telephone number/رقم الهاتف.....

NRC reserves the right to accept or reject the whole or part of your quotation based on the information provided. Incomplete quotations, which do not comply with our conditions, will not be considered.

Shortlisted suppliers will be required to submit samples of each item. Please be sure to have all samples available at short notice, and wait for a response from NRC if you have been shortlisted.

Bidders must fill in the following documents together with the RFQ herein attached;

- **NRC Ethical Standards Form**
- **NRC Vendor Registration Form**