

Bid Bulletin No 1 – 05/07/2009
Ref: ITB/KRT/09/065
Questions and Answers
Closing date for bid submission is extended to 15 July 2009

- 1- Are alternative options being accepted along with an actual response to the bids?
In bidding document pages 16 to 18 the specifications required are described. In the Invitation to Bid (ITB) there is no much room for alternative options.
- 2- Please define the required proposal format to constitute a compliant offering. The price schedule as detailed in Annex VII is, we believe, only one element. The contractor intends to provide a proposal in the following format. Please confirm that it is accurate and complete:
 - (1) Corporate Overview
 - (2) Technical Approach;
 - (3) Management Approach;
 - (4) Implementation/Delivery Schedule;
 - (5) Contractor past Performance Statements;
 - (6) Contractual compliance Statement (i.e., acceptance of Special Conditions);
 - (7) Bid Data Sheet.**Please refer to page 7 under clause (22) Evaluation of bids, in the bidding document.**
- 3- Please offer guidance on completion of the bid data sheet. Is the contractor to imbed services, travel and ODCs into the VSAT product offering for each delivery location?
Please refer to page 9 bid data sheet. No need to complete the "bid data Sheet". The information contained in is overriding any clauses in instruction to bidders
- 4- Please define the intended contract type (i.e., FFP, CPFF, T&M, etc.)?
The type of contract for this type of procurement is Purchase order (PO).
- 5- Please define the required delivery schedule?
The question is not clear enough to provide information.
- 6- Please consider allowing the contractor to submit their proposal files in PDF format electronically to the designated POC, with hardcopy transmission (original and copy) to follow within five (5) business days.
Please refer to pages 5 and 6 of the bidding document under submission of bids. Sealed original and copy of bidding documents are required.
- 7- Please tell me if we may email or fax our bid under the above reference, or if it absolutely has to be by post.
Please see above response.
- 8- Can you please help us with the below questions? In the mean time we will make the following assumptions:
 - A UNDP will be responsible for operational license and maintenance
UNDP will provide the operational license for the equipment and services required. Maintenance will be part of the agreement with selected supplier.
 - B We will NOT be supporting the LAN, the demark will be up to the modem
The responsibility and support will be given only to the supplied equipment and services.

- 9- Internet access will be out of Denmark --- We do need to know where your internet traffic will be so we can provide best solution from Denmark or HK, latency and price are the key factors here.
Please see page 15 of the bidding document for the location of proposed equipments. The internet traffic should be managed by ISP we will not be having any Hub at our site.
- 10- As indicated in the diagrams supplier will not be responsible to provide any LAN equipment like router and switch?
Please refer to TOR and specifications provided in the bidding documents.
- 11- Supplier will only provide the VSAT related equipments and connectivity services?
Please refer to TOR and specifications provided in the bidding documents
- 12- UN will be responsible for custom clearance at Khartoum airport?
Please see page 15 of bidding document under delivery terms; it is CIF Khartoum, INCOTERMS 2000 applied.
- 13- Do they require the supplier to perform any installation services?
Please refer to page 15 of bidding document under delivery terms and installation locations.
- 14- UN will be responsible for any license applicable (if any).
UNDP will provide operational license for equipment and services required.
- 15- We are working on the RFP for the Sudan VSAT. We can offer VSAT services in Sudan, but will not be able to provide license for operations. Since this is a UN project, please check; are you exempt from local VSAT licensing?
UNDP will provide operational license for equipment and services required.
- 16- In clause 13 (Bid Security), page 4 of tender documents, its mentioned that: The Bidder shall furnish as part of its Bid a Bid Security to the Purchaser in the amount of 5 % of the Offer Value. But on Page 9, in Annex II, it said that Bid Security in not required.
Please clarify us on this point, as we are ambiguous on whether we have to submit the Bid security amount with the ITB submission documents OR not.
Information provide in page 9 overriding all related clauses in instructions to bidders.
- 17- Should Supplier provide you only with the VOIP hardware (Quintum) or do you also require outgoing international phone calls?
We need outgoing international phone calls service as well.
- 18- Do you also need us to provide you with Gatekeeper/SIP server or do you already have one?
We don't have SIP/Gatekeeper server, and I doubt if we need any, because all we need is to connect the sites by Quintum voice gateways and at the sites there will be some sort of PBX.
- 19- Does the Quintum equipment you requested in the Bid will work in a closed network between the 4 sites or will be connected to your global network?
It will only work to connect the current sites, there is no need to connect to the Global network.
- 20- Please clarify the meaning of "web based billing"? Does it refer to conversations between the 4 sites or to international phone calls?
International phone Calls
- 21- Annex VI refers to "Application Support". Is the intent to indicate that the bidder must provide the web-based billing system and Helpdesk support for the referenced applications (XP/Office, Notes, etc), or that the VSAT

network must support the use of these applications in the context of compatibility?

The VSAT network must support the use of these applications.

- 22- The ITB infers that the required delivery time for the solution shall be specified in a subsequent Purchase Order. Is it possible to provide this information in advance?

Please refer to page 15 of bidding document. It is required that the supplier is to indicate in the offer the delivery (lead) time to specified locations including calculation of clearing, transportation and installation time.

- 23- Is it possible for UNDP to provide a map with the physical locations that the antennas need to be installed, please provide complete address if possible?

NA

- 24- What is UNDP's plan for movements within country for successful bidder ... will UNDP support with ground or air transportation, given the distance between Khartoum and designated field offices?

To be organized by successful bidder as one option. Leave it for requesting unit to provide local transport as second option.

- 25- Please confirm the exact number of main and field offices; networks diagram shows Khartoum +2 field offices and Juba + 5 field offices as listed on Page 16, Annex VI. Note: Page 19, Annex VII lists 9 sites with the Price Schedule grid.

The diagram at one side provides the overall plan of the programme in the future. This ITB is for North Sudan locations (4) and the main location is Khartoum. Please check the TOR and Annex VIII.

- 26- Please provide the exact addresses and Lat/Lon for each site? Designate which ones are main offices and which ones are field offices.

NA

- 27- What is the anticipated start date and completion date for ITB/09/065? How much time will successful bidder have from time of contract award to contract execution

Please refer to page 15 of bidding document. It is required that the supplier is to indicate in the offer the delivery (lead) time to specified locations including calculation of clearing, transportation and installation time.

- 28- Will UNDP consider extending the due date of ITB/09/065 until 6/30/09? Rationale: We need the additional time to obtain the best possible pricing for space segment and shipping estimates.

Closing date of receipt of bids is extended to 5th July 2009.

- 29- The Voice and wireless equipment requested are "add on" items on top a Cisco 2500 which is out dated ("End of sale") – can we provide an updated & integrated solution for the voice and the wireless LAN by Cisco as "all in one" ?

It could be given as an alternate solution.

- 30- Earthing kit – is it required for the antenna kits or for the indoor units and the 6U Rack?

For both

- 31- The requested service is "dedicated SCPC/SCPC" – can we provide **dedicated DVB-S2 for UNDP only** on the downlink and dedicated SCPC on the uplink for lower service cost?

Please refer to page 7 of the bidding document under evaluation criteria clause 1.2. We would prefer to have both uplink and downlink as SCPC.

- 32- Installations – The requirement is for Penetrating/Non-penetrating base mounts. Can UNDP advise if there will be roof/on the floor installations at which of the sites?
All will be on the floor installations.
- 33- Cabling – LMR cables are required; can we provide suitable cabling according to the technical specs? Can UNDP advise typical cable length required 30/50/70 meters?
It could be given as an alternate solution. The cable length required is 50 meters
- 34- Do you require 4 of everything in the section entitled **Other Equipment** (p.18)?
Yes we need 4, one for each office
- 35- Please explain exactly what these item from **Other Equipment** are/what they are needed for: Linksys Wireless Access Points; Omni antennas; 6 U rack mounts (what does the "6" refer to?).
These equipments are required for establishing the LAN in each of the offices. The "6" refers to the size of the rack.
- 36- Can you clarify if we should include in our offer licenses for the following software: Atlas, Internet, PC applications (XP/Office etc) and email – Lotus Notes/Planet (UNDP)
There is no needs for the licenses (Office, XP, Notes and Atlas) as we already have the PCs and the required licenses; it's only for information that the VSAT must support these applications.
- 37- We can provide Bandwidth on demand capabilities (not SCPC-CIR) which may turn out to be less expensive.
SCPC would be preferred rather than Bandwidth on Demand.
- 38- Are your experts sure that the 2.4 meter / 5 watt will support a 512 kbps service may be better off using 3.8 meter at the HQ and 2.4 meter as they have requested at the remotes.
The 3.8 m dish can be given as an alternate option; UNDP will then evaluate it accordingly.
- 39- Provide cost of 24 hours network support and maintenance to all equipments in Khartoum and field locations including cost of engineer and support staff to different locations. Will it be a price to be considered for the calculation of a long maintenance contract or on per case basis?
Regarding the 24 hours support, I don't have the idea what exactly was expected by this in the ToR as it has requested "all equipment support and maintenance in Khartoum and field offices". I am not sure whether it means only the VSAT equipment or other network equipment too? In case it's only VSAT equipment, this support and maintenance is meant to be available 24 x 7 for the duration of contract.