

Solicitation RFQ-KYV-24-0004 is deleted in its entirety and replaced with RFQ-KYV-24-0004-01, below.

The changes are as follows:

- In Section 9. General Instructions to Bidders, the Submission Date is revised to **March 15, 2024** at 17:00 local time.
- In Section 11. Technical Specifications and requirements for Technical Acceptability, the Final Delivery Date is modified to read: Final delivery is required within two weeks of successful award. This is anticipated **by April 1, 2024**
- In Attachment D: Technical Specifiaction, the Expected Period of Performance is modified to "On/about April 1, 2024 to December 3, 2028."

1. Synopsis of the Request for Quotation

DAI, implementer of the USAID and FCDO funded Ukraine Promoting Integrity in the Public Sector (Pro-Integrity), invites qualified vendors to submit quotations to supply and deliver office WiFi, Wiring, & Cabling, as follows:

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| 1. RFQ No. | RFQ-KYV-24-0003-01 |
| 2. Issue Date | February 17, 2024 |
| 3. Title | Supply and Activation of Dedicated Internet Service and Local Area Network Checking, Marking, and Outlet Repair |
| 4. Issuing Office & Email/Physical Address for Submission of Quotes | DAI Global, LLC / USAID Ukraine Promoting Integrity in the Public Sector (Pro-Integrity) Email: Pro-Integrity_Procurement@dai.com |
| 5. Deadline for Receipt of Quotes. | Offerors may submit questions and requests for clarifications by email no later than February 21, 2024 at 17:00 local time (GMT +2). Please only rchsubmit questions to: Pro-Integrity_Procurement@dai.com |
| 6. Point of Contact | Only via email: Pro-Integrity_Procurement@dai.com USAID Ukraine Promoting Integrity in the Public Sector (Pro-Integrity) Activity |
| 7. Anticipated Award Type | The anticipated specific terms and conditions are as follows: A Firm Fixed Price Purchase Order is an award for a total firm fixed price, for values less than \$250,000, for the provision of specific services, goods, or deliverables and is not adjusted if the actual costs are higher or lower than the fixed price amount. Offerors are expected to include all costs, direct and indirect, in their total proposed price. |

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| | <p>The supplier will supply the goods and services in accordance with the price and delivery terms established in the signed purchase order.</p> <p>Issuance of this RFQ in no way obligates DAI to award a subcontract or purchase order and Bidders will not be reimbursed for any costs associated with the preparation of their quote.</p> |
| <p>8. Basis for Award</p> | <p>An award will be made to the responsible bidder whose bid is responsive to the terms of the RFQ and is most advantageous to DAI, considering price or/and other factors included in the RFQ. To be considered for award, bidders must meet the requirements identified in Section 12, "Determination of Responsibility". No discussions or negotiations are permitted with bidders, and therefore bidders shall submit their best and final price.</p> |

Interested Bidders may obtain a full copy of the RFQ which contains detailed instructions for preparation of the quote. The RFQ may be collected from the address and/or contact person above.

DAI conducts business under the strictest ethical standards to assure fairness in competition, reasonable prices and successful performance or delivery of quality goods and equipment. DAI does not tolerate corruption, bribery, collusion or conflicts of interest. Any requests for payment or favors by DAI employees should be reported as soon as possible to ethics@dai.com or by visiting www.dai.ethicspoint.com. Further, any attempts by an offeror or subcontractor to offer inducements to a DAI employee to influence a decision will not be tolerated and will be grounds for disqualification, termination and possible debarment. See provision No. 17 for more details.

2. Request for Quotation

| | |
|--|---|
| <p>9. General Instructions to Bidders</p> | <ul style="list-style-type: none"> • All submissions should be made no later than March 15, 2024 at 17:00 local time (GMT +2). Late offers will be rejected except under extraordinary circumstances at DAI’s discretion. • Offerors shall submit proposals electronically (via email. The RFQ number and the title of the activity must be stated in the subject line of the email. • Offerors shall confirm in writing that the Offeror fully understands that their proposal must be valid for a period of 90 days. • Offerors shall sign and date the Price Schedule, in lieu of a formal cover letter. • Offerors shall complete Attachment A: Price Schedule template. Value Added Tax (VAT) shall be included on a separate line. • These services are eligible for VAT exemption under the DAI prime contract. |
| <p>10. Questions Regarding the RFQ</p> | <p>Each Bidder is responsible for reading very carefully and understanding fully the terms and conditions of this RFQ. All communications regarding this solicitation are to be made solely through the Issuing Office and must be submitted via email or in writing delivered to the Issuing Office no later than the date specified above. All questions received will be compiled and answered in writing and distributed to all interested Bidders.</p> |
| <p>11. Technical Specifications and requirements for Technical Acceptability</p> | <ol style="list-style-type: none"> 1. Provide a detailed list of technical specifications or requirements, as outlined in Attachment D. 2. Final delivery is required by enter the start and end dates for the period of performance. 3. In addition to meeting the Technical Specifications listed above, offerors are required to meet or exceed the significant non-cost factors listed below: <ol style="list-style-type: none"> 1. <i>Offeror must possess a 3 of years of relevant in-country experience.</i> 2. <i>Offeror must have supplied similar goods to other customers in the last year years.</i> 3. <i>Offeror must have documented ability to meet required delivery time lines, as demonstrated through reference letters from prior clients.</i> 4. Offeror must demonstrate its ability to transport the goods without damage or loss. 5. Technical Specifications and requirements for Technical Acceptability, the Final Delivery Date is modified to read: Final |

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| | <p>delivery is required within two weeks of successful award. This is anticipated by April 1, 2024</p> |
| 12. Prohibited Technology | <p>Offerors MUST NOT provide any goods and/or services that utilize telecommunications and video surveillance products from the following companies: Huawei Technologies Company, ZTE Corporation, Hytera Communications Corporation, Hangzhou Hikvision Digital Technology Company, or Dahua Technology Company, or any subsidiary or affiliate thereof, in compliance with FAR 52.204-25.</p> |
| 13. Determination of Responsibility | <p>DAI will not enter into any type of agreement with a vendor prior to ensuring the vendor’s responsibility. When assessing a vendor’s responsibility, the following factors are taken into consideration:</p> <ol style="list-style-type: none"> 1. Provide copies of the required business licenses to operate in the host country. 2. Evidence of an Unique Entity ID (SAM)(explained below and instructions contained in Attachment C). 3. The source, origin and nationality of the services are not from a Prohibited Country (explained below). 4. Ability to comply with required or proposed delivery or performance schedules. 5. Have a satisfactory past performance record as demonstrated by completed past performance information for three current or prior clients (Attachment E). |
| 14. Geographic Code | <ul style="list-style-type: none"> • Under the authorized geographic code for its contract DAI may only procure goods and services from the following countries. • Geographic Code 935: Goods and services from any area or country including the cooperating country, but excluding Prohibited Countries. • DAI must verify the source, nationality and origin, of goods and services and ensure (to the fullest extent possible) that DAI does not procure any services from prohibited countries listed by the Office of Foreign Assets Control (OFAC) as sanctioned countries. The current list of countries under comprehensive sanctions include: Cuba, Iran, North Korea, Sudan, and Syria. DAI is prohibited from facilitating any transaction by a third party if that transaction would be prohibited if performed by DAI. • By submitting a quote in response to this RFQ, Bidders confirm that they are not violating the Source and Nationality requirements and that the services comply with the Geographic Code and the exclusions for prohibited countries. |
| 15. Unique Entity ID (SAM) | <p>All U.S. and foreign organizations which receive first-tier subcontracts/ purchase orders with a value of \$30,000 and above are required to obtain an Unique Entity ID (SAM)prior to signing of the agreement. Organizations are exempt from this requirement if the gross income received from all sources in the previous tax year was under \$300,000. DAI requires that Bidders sign the self-certification statement if the Bidder claims exemption for this reason.</p> |

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| | <p>For those required to obtain a Unique Entity ID (SAM) you may request Attachment C: Instructions for Obtaining a Unique Entity ID (SAM) For those not required to obtain a Unique Entity ID (SAM), you may request Attachment C: Self-Certification for Exemption from Unique Entity ID (SAM) Requirement</p> |
| <p>16. Compliance with Terms and Conditions</p> | <p>Bidder shall be aware of the general terms and conditions for an award resulting from this RFQ. The selected Bidder shall comply with all Representations and Certifications of Compliance listed in Attachment B.</p> |
| <p>17. Anti-Corruption and Anti-Bribery Policy and Reporting Responsibilities</p> | <p>DAI conducts business under the strictest ethical standards to assure fairness in competition, reasonable prices and successful performance or delivery of quality goods and equipment. DAI does not tolerate the following acts of corruption:</p> <ul style="list-style-type: none"> • Any requests for a bribe, kickback, facilitation payment or gratuity in the form of payment, gift or special consideration by a DAI employee, Government official, or their representatives, to influence an award or approval decision. • Any offer of a bribe, kickback, facilitation payment or gratuity in the form of payment, gift or special consideration by an offeror or subcontractor to influence an award or approval decision. • Any fraud, such as mis-stating or withholding information to benefit the offeror or subcontractor. • Any collusion or conflicts of interest in which a DAI employee, consultant, or representative has a business or personal relationship with a principal or owner of the offeror or subcontractor that may appear to unfairly favor the offeror or subcontractor. Subcontractors must also avoid collusion or conflicts of interest in their procurements from vendors. Any such relationship must be disclosed immediately to DAI management for review and appropriate action, including possible exclusion from award. <p>These acts of corruption are not tolerated and may result in serious consequences, including termination of the award and possible suspension and debarment by the U.S. Government, excluding the offeror or subcontractor from participating in future U.S. Government business.</p> <p>Any attempted or actual corruption should be reported immediately by either the offeror, subcontractor or DAI staff to:</p> <ul style="list-style-type: none"> • Toll-free Ethics and Compliance Anonymous Hotline at (U.S.) +1-503-597-4328 • Hotline website – www.DAI.ethicspoint.com, or • Email to Ethics@DAI.com |

- USAID's Office of the Inspector General
<https://oigportal.ains.com/eCasePortal>

By signing this proposal, the offeror confirms adherence to this standard and ensures that no attempts shall be made to influence DAI or Government staff through bribes, gratuities, facilitation payments, kickbacks or fraud. The offeror also acknowledges that violation of this policy may result in termination, repayment of funds disallowed by the corrupt actions and possible suspension and debarment by the U.S. Government.

1.1 Attachment A: Price Schedule

| Deliverable Number | Item Name | Specifications | Quantity | Unit Price | Total Price |
|---|--|---|-----------|---------------|-------------|
| 1 | Internet Bandwidth – fiber optic as detailed in Attachment D | monthly rate | 12 | /month | |
| 2a | ISP Customer Premises Equipment— ensure connectivity to Kyiv office server room. | 1 time, upon set-up | | /hour | |
| 2b | Equipment and cabling costs (if applicable) | Please itemize all goods and costs | | /each | |
| 3 | Delivery, installation, and testing cost, if any | 1 time, upon set-up | | /hour | |
| 4 | Local area Network Checking, Marking, and Outlet Repair | 1 time, upon set-up | | /hour | |
| 5 | VAT | | | | |
| GRAND TOTAL IN Click here to enter text. | | | | | |
| GRAND TOTAL IN UNITED STATES DOLLARS | | | | | \$ |

Delivery Date:

We, the undersigned, provide the attached quote in accordance RFQ # KYV-24-0003 dated _____ Our attached quote is for the total price of _____ (figure and in words)

I certify a validity period of ___ days for the prices provided in the attached Price Schedule/Bill of Quantities. Our quote shall be binding upon us subject to the modifications.

We understand that DAI is not bound to accept any quotes it receives.

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Telephone:

Email:

Company Seal/Stamp:

1.2 Attachment B: Representations and Certifications of Compliance

1. Federal Excluded Parties List - The Bidder Select is not presently debarred, suspended, or determined ineligible for an award of a contract by any Federal agency.
2. Executive Compensation Certification- FAR 52.204-10 requires DAI, as prime contractor of U.S. federal government contracts, to report compensation levels of the five most highly compensated subcontractor executives to the Federal Funding Accountability and Transparency Act Sub-Award Report System (FSRS)
3. Executive Order on Terrorism Financing- The Contractor is reminded that U.S. Executive Orders and U.S. law prohibits transactions with, and the provision of resources and support to, individuals and organizations associated with terrorism. It is the legal responsibility of the Contractor/Recipient to ensure compliance with these Executive Orders and laws. Recipients may not engage with, or provide resources or support to, individuals and organizations associated with terrorism. No support or resources may be provided to individuals or entities that appear on the Specially Designated Nationals and Blocked persons List maintained by the US Treasury (online at www.SAM.gov) or the United Nations Security Designation List (online at: http://www.un.org/sc/committees/1267/aq_sanctions_list.shtml). This provision must be included in all subcontracts/sub awards issued under this Contract.
4. Trafficking of Persons – The Contractor may not traffic in persons (as defined in the Protocol to Prevent, Suppress, and Punish Trafficking of persons, especially Women and Children, supplementing the UN Convention against Transnational Organized Crime), procure commercial sex, and use forced labor during the period of this award.
5. Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions – The Bidder certifies that it currently is and will remain in compliance with FAR 52.203-11, Certification and Disclosure Regarding Payment to Influence Certain Federal Transactions.
6. Organizational Conflict of Interest – The Bidder certifies that will comply FAR Part 9.5, Organizational Conflict of Interest. The Bidder certifies that is not aware of any information bearing on the existence of any potential organizational conflict of interest. The Bidder further certifies that if the Bidder becomes aware of information bearing on whether a potential conflict may exist, that Bidder shall immediately provide DAI with a disclosure statement describing this information.
7. Prohibition of Segregated Facilities - The Bidder certifies that it is compliant with FAR 52.222-21, Prohibition of Segregated Facilities.
8. Equal Opportunity – The Bidder certifies that it does not discriminate against any employee or applicant for employment because of age, sex, religion, handicap, race, creed, color or national origin.
9. Labor Laws – The Bidder certifies that it is in compliance with all labor laws.
10. Federal Acquisition Regulation (FAR) – The Bidder certifies that it is familiar with the Federal Acquisition Regulation (FAR) and is in not in violation of any certifications required in the applicable clauses of the FAR, including but not limited to certifications regarding lobbying, kickbacks, equal employment opportunity, affirmation action, and payments to influence Federal transactions.
11. Employee Compliance – The Bidder warrants that it will require all employees, entities and individuals providing services in connection with the performance of an DAI Purchase Order to comply with the provisions of the resulting Purchase Order and with all Federal, State, and local laws and regulations in connection with the work associated therein.

By submitting a quote, bidders agree to fully comply with the terms and conditions above and all applicable U.S. federal government clauses included herein, and will be asked to sign these Representations and Certifications upon award.

1.3 Attachment C: Instructions for obtaining a Unique Entity ID (SAM)

INSTRUCTIONS FOR OBTAINING A Unique Entity ID (SAM) DAI'S VENDORS, SUBCONTRACTORS & GRANTEES

Note: There is a Mandatory Requirement for your Organization to Provide a Unique Entity ID (SAM) to DAI

I. SUBCONTRACTS/PURCHASE ORDERS: All domestic and foreign organizations which receive first-tier subcontracts/ purchase orders with a value of \$30,000 and above are required to obtain a Unique Entity ID (SAM) prior to signing of the agreement. *Your organization is exempt from this requirement if the gross income received from all sources in the previous tax year was under \$300,000. Please see the self-certification form attached.*

II. MONETARY GRANTS: All foreign entities receiving first-tier monetary grants (standard, simplified and FOGs) with a value equal to or over \$25,000 and performing work outside the U.S. must obtain a Unique Entity ID (SAM) prior to signing of the grant. All U.S. organizations who are recipients of first-tier monetary grants of any value are required to obtain a Unique Entity ID (SAM); the exemption for under \$25,000 applies to foreign organizations only.

NO SUBCONTRACTS/POs (\$30,000 + above) or MONETARY GRANTS WILL BE SIGNED BY DAI WITHOUT PRIOR RECEIPT OF A Unique Entity ID (SAM).

Note: The determination of a successful offeror/applicant resulting from this RFQ is contingent upon the winner providing a Unique Entity ID (SAM) to DAI. Organizations who fail to provide a Unique Entity ID (SAM) will not receive an award and DAI will select an alternate vendor/subcontractor/grantee.

Background:

Summary of Current U.S. Government Requirements- Unique Entity ID (SAM)

Effective April 4, 2022, entities doing business with the federal government will use the Unique Entity Identifier (SAM) created in SAM.gov. The Unique Entity ID (SAM) is a 12-character alphanumeric value managed, granted, and owned by the government. This allows the government to streamline the entity identification and validation process, making it easier and less burdensome for entities to do business with the federal government.

Entities are assigned an identifier during registration or one can be requested at SAM.gov without needing to register. Ernst and Young provides the validation services for the U.S. Government. The information required for getting a Unique Entity ID (SAM) without registration is minimal. It only validates your organization's legal business name and address. It is a verification that your organization is what you say it is.

The Unique Entity ID (SAM) does not expire.

Summary of Previous U.S. Government Requirements – DUNS

The Data Universal Numbering System (DUNS) is a system developed and managed by Dun and Bradstreet that assigns a unique nine-digit identifier to a business entity. It is a common standard world-wide and was previously used by the U.S. Government to assign unique entity identifiers. This system was retired by the U.S. Government on April 4, 2022 and replaced with the Unique Entity Identifier (SAM). After April 4, 2022 the federal government will have no requirements for the DUNS number.

If the entity was registered in SAM.gov (active or inactive registration), a Unique Entity ID (SAM) was assigned and viewable in the entity registration record in SAM.gov prior to the April 4, 2022 transition. The Unique Entity ID (SAM) can be found by signing into SAM.gov and selecting the Entity Management widget in your Workspace or by signing in and searching entity information.


Instructions detailing the process to be followed in order to obtain a Unique Entity ID (SAM) for your organization begin on the next page.

THE PROCESS FOR OBTAINING A UNIQUE ENTITY ID IS OUTLINED BELOW:

1. Have the following information ready to request a Unique Entity ID (SAM)
 - a. Legal Business Name
 - b. Physical Address (including ZIP + 4)
 - c. SAM.gov account (this is a user account, not actual SAM.gov business registration).
 - i. **As a new user**, to get a SAM.gov account, go to www.sam.gov.
 1. Click "Sign In" on the upper right hand corner.
 2. Click on "Create a User Account"

An official website of the United States government. [Here's how you know](#) ▼

LOGIN.GOV | **SAM.GOV**





sam.gov is using Login.gov to allow you to sign in to your account safely and securely.

Email address

Password Show password

Sign in

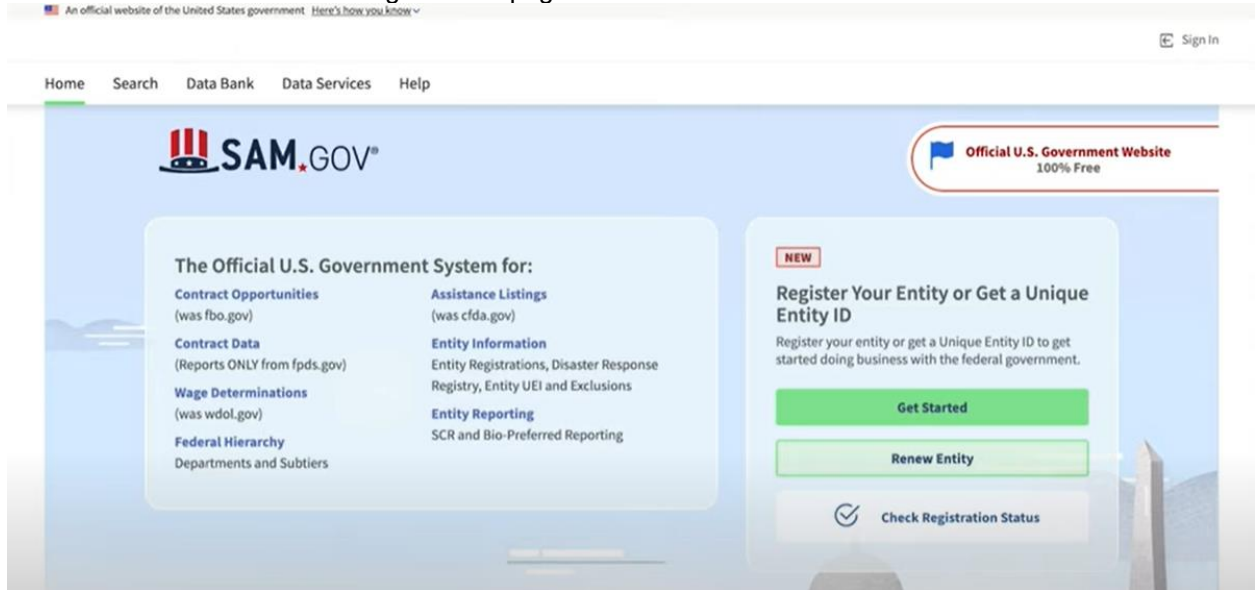
 **Create an account** 

3. Choose Account Type:
 - a. Create an Individual User Account to perform tasks such as register/update your entity, create and manage exclusion records or to view FOUO level data for entity records.
 - b. Create a System User Account if you need system-to-system communication or if performing data transfer from SAM to your government database system. Complete the requested information, and then click "Submit."
4. Click "DONE" on the confirmation page. You will receive an email confirming you have created a user account in SAM.
5. Click the validation link in the email that contains the activation code within 48 hours to activate your user account. If the email link is

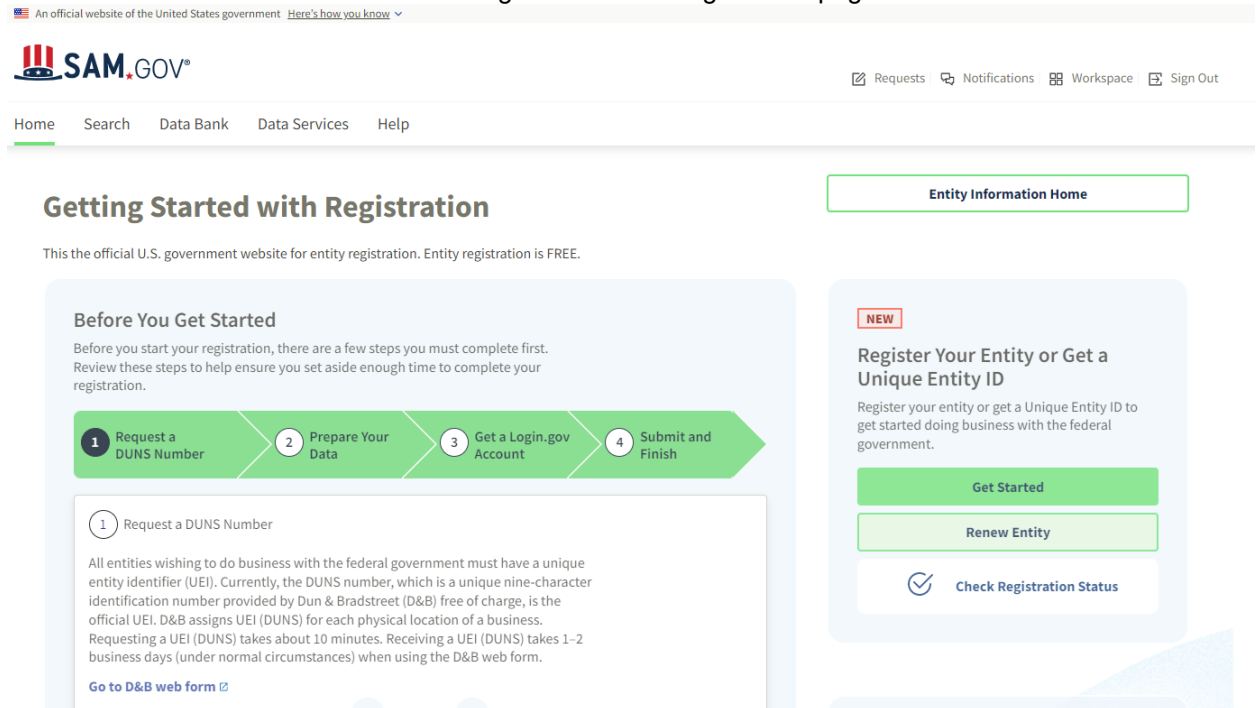
not hyperlinked (i.e., underlined or appearing in a different color), please copy the validation link and paste it into the browser address bar. You can now register an entity.

NOTE: Creating a user account does not create a registration in SAM, nor will it update/renew an existing registration in SAM.

2. Once you have registered as a user, you can get a Unique Entity ID by selecting the “Get Started” button on the SAM.gov home page.



3. Select “Get Started” on the Getting Started with Registration page.



4. Select “Get Unique Entity ID” on the Get Started page.

Get Started

Register Entity

An entity registration allows you to bid on government contracts and apply for federal assistance. As part of entity registration, we will assign you a Unique Entity ID (SAM).

Comprehensive and current entity information is an essential part of the federal award process. It is important to prepare your information and allow sufficient time to understand and accurately complete your registration. You only need to complete and manage it here to remain eligible for federal awards.

You must renew your registration every 365 days for it to remain active.

[Register Entity](#)

Get Unique Entity ID (SAM)

If you only conduct certain types of transactions, such as reporting as a sub-awardee, you may not need to complete an entity registration. Your entity may only need a Unique Entity Identifier.

You can get a Unique Entity ID (SAM) for your organization without having to complete a full entity registration.



[Get Unique Entity ID](#)


5. Enter Entity Information.



- a. If you previously had a DUN Number, make sure your Legal Business Name and Physical Address are accurate and match the Entity Information, down to capitalization and punctuation, used for DUNS registration.
6. When you are ready, select “Next”
 7. Confirm your company’s information.



- a. On this page you will have the option to restrict the public search of this information. “Allow the selected record to be a public display record.” If you uncheck this box, only you and the federal government users will be able to search and view the entity information and entities like DAI will not be able to independently verify that you have a Unique Entity Identifier (SAM).

 **Allow the selected record to be a public display record.**

If you feel displaying non-sensitive information like your registration status, legal business name and physical address in the search engine results poses a security threat or danger to you or your organization, you can restrict the public viewing of your record in SAM's search engine. However, your non-sensitive registration information remains available under the Freedom of Information Act to those who download the SAM public data file. [Learn more about SAM public search results](#).



8. When you are ready, select "Next"
9. Once validation is completed, select "Request UEI" to be assigned a Unique Entity ID (SAM). Before requesting your UEI (SAM), you must certify that you are authorized to conduct transactions under penalty of law to reduce the likelihood of unauthorized transactions conducted for the entity.



Request UEI

You have completed validation. Select **Request UEI** to be assigned a Unique Entity ID.

VERIFIED MATCH:

US TEST COMPANY 999 ● Public

DUNS UNIQUE ENTITY ID:
362267515

PHYSICAL ADDRESS
3501 CORPORATE PKWY
CENTER VALLEY, PA 18034
US

Before requesting your UEI, please certify that you are authorized to conduct transactions under penalty of law to reduce the likelihood of unauthorized transactions conducted for my entity. Then select **Request UEI**.

I certify that I am authorized to conduct transactions on behalf of the entity.

Request UEI

10. The Unique Entity ID will be shown on the next page. SAM.gov will send an email confirmation with your Unique Entity ID.



Receive UEI

Congratulations! You have been assigned the following Unique Entity ID.

EH4HG9MLR7Q6

VERIFIED MATCH:

US TEST COMPANY 999 • Public

DUNS UNIQUE ENTITY ID:
362267515

SAM UNIQUE ENTITY ID:
EH4HG9MLR7Q6

PHYSICAL ADDRESS
3501 CORPORATE PKWY
CENTER VALLEY, PA 18034
US

You have finished getting your Unique Entity ID, select **Done** to return to your workspace.

To continue with registration, select **Continue Registration**.

[Continue Registration](#) [Done](#)

11. If you need to view the Unique Entity ID from SAM in the future or update the organization's information, sign into SAM.gov and go to "Entity Management" widget.

Workspace

Entity Management
What do I need for registration? [Get Started](#)

Entity Registration

| | | | |
|--------|-------|------------------|-----------|
| 0 | 0 | 0 | 0 |
| ACTIVE | DRAFT | WORK IN PROGRESS | SUBMITTED |

Next Update Due: Due in Next 30 days: **0 Entity Registrations**

Unique Entity ID

| | |
|--------|-------|
| 1 | 0 |
| ACTIVE | DRAFT |

System Accounts

| | | | | |
|--------|-------|----------------|---------|-------------|
| 1 | 0 | 0 | 0 | 0 |
| ACTIVE | DRAFT | CHANGE REQUEST | PENDING | DEACTIVATED |

Profile

Profile Summary

Downloads Saved Searches Following

Pending Requests

No pending requests [See All](#)

Notifications

No available notifications [See All](#)

Add A New Role

Select on the options below to request a new role. If you need a role that you do not see below, contact an administrator for your organization directly.

Select a Role



1.4 Attachment D: Technical Specifications

Detailed Technical Specifications for Dedicated Internet Service in Kyiv Office of USAID Ukraine Promoting Integrity in the Public Sector (Pro-Integrity) Activity

- **Expected Period of Performance:** On/about April 1, 2024, to December 3, 2028.
- **Internet Bandwidth:** Fiber Optic Internet Connection in a dedicated compound with Primary link – 200Mbps/s uplink/downlink and Secondary Link (Backup link will be another optical line from a second provider)).
- **Location:** Kyiv, Ukraine

Deliverable 1 - Connection Requirements:

- Connection must be through fiber optic and users will be around 45. The total number of devices will be around 100.
- Line must be dedicated (not shared) and should have Committed Information Rate (CIR)
- Static IP address required
- This connectivity includes with Local data circuit of 60/60 Mbps to be included with cost.
 - a. **Volume Requirements: Volume per month – unlimited.**
 - b. **Installation Requirements:**
 - Offeror to provide Fiber Optic Internet link
 - Link availability should be a minimum of 99%
 - Packet loss should be greater than 3%. Payment may be deducted for any days with unacceptably high rates of packet loss.
 - Offeror will provide at least 1 public IP address. Public IP address(es) should NOT be NATEed, firewalled, or filtered for any traffic. DAI will run proprietary VPN IPsec links, VoIP, and mail systems. No services or protocols should be filtered or blocked by the offeror.
 - Other uses for the ISP include, but are not limited to: web browsing, Skype, WhatsApp, and webmail.
 - The Ukraine Pro-Integrity Activity will provide a Meraki router with at least 4-5 access points.
 - ISP will provide single point key account manager for any issue including billing, technical and service. Helpdesk will not be accepted as substitute of key account manager.

Deliverable 2 - ISP Customer Premises Equipment:

- Offer must ensure connectivity to Fiber to Gigabit Ethernet converter, which is present in the Kyiv office server room.
- Offeror to include all equipment necessary to deliver a link to the DAI firewall.
- DAI will inspect and verify the functionality of all equipment and installation prior to any payment being made.
- Offeror will be responsible for required network/cabling configuration in the office

Deliverable 3 - Installation:

- The Vendor will provide installation services and the installation of internet service shall not take more than five days after signing the Purchase Order (as required), and include all costs associated with the installation, including any labor, materials, transportation, and equipment to install the required equipment and services.

- DAI will inspect and verify the functionality of all equipment and installation prior to any payment being made.

Deliverable 4 – Local Area Network Checking, Marking, and Outlet Repair

- Vendor will check and mark all RJ45 outlets on walls and corresponding sockets at patch panels in the server room on the 2nd and 3rd floors of the office.
- Vendor will fix or replace damaged RJ45 outlets.
- Vendor will lay CAT5 cables between the server room on the 2nd floor and the server room on the 3rd floor.
- Vendor will lay ceiling cables for WiFi access points on the 2nd and 3rd floors.

Additional Requirements:

- Vendor must provide comprehensive support for internet service during business hours: Monday-Friday, 8 Am-6 pm and also provide 24/7 call center service and troubleshooting to address any internet connection disruption or other related connectivity issues. The technical support assistance must be free and unlimited.
- Describe what alternate routing or fallback arrangements for continuity of service they have in place (if any), should their primary link(s) to the Internet backbone become non-operational. Alternate routing or fallback arrangements must meet the standards and requirements set out herein.
- Describe how they will be able to maintain a 99% up time for their internet link (for example, will they have a UPS installed on their end?).
- In case of incident, the offeror must guarantee initial diagnostics within the first 4 hours.
- In case of incident, the Provider must guarantee full resolution within the first 24 hours unless it is beyond its control.
- Vendor should provide contact details of Focal person if any problem persists during the operation time and inform Contact details of New focal persons if changed.

Cost and price:

Internet Service Provider (ISP) will submit detailed price quotations for both necessary installation device and service for the specifications above. The price shall be considered full and final price. The quotation should include proposed downtime reimbursement rates when there are extended service interruptions.

