



Economic and Social Commission for Asia and the Pacific

REQUEST FOR EXPRESSION OF INTEREST (EOI)

This notice is placed by UNESCAP. The accuracy, reliability and completeness of the contents of furnished information is the responsibility of Economic and Social Commission for Asia and the Pacific. You are therefore requested to direct all queries regarding this EOI to Economic and Social Commission for Asia and the Pacific using the fax number or e-mail address provided below.

Title of the EOI:

Provision of the Internet, landline and mobile services

Date of this EOI: 23 December 2021**Closing Date for Receipt of EOI:** 31 January 2022**EOI Number:** EOIUNESCAP19245**Beneficiary Country/Territory:** Thailand**Commodity/Service category:** Communication Services**Address EOI response by fax or e-mail to the Attention of:** Ms. Thaniya Hatayodom, Senior Procurement Assistant.**Fax Number:** +66 2 288 1034**E-mail Address:** escap-pu@un.org; hatayodom@un.org**UNSPSC Code:** 83111500,83111600,81161700,81112100,81112101,43191500

DESCRIPTION OF REQUIREMENTS

Background

a. The United Nations Economic and Social Commission for the Asia and Pacific (UNESCAP) and UN agencies, funds and programs (UN agencies) in Thailand, intend to procure Internet, Landline and Mobile services from the suitably qualified service provider (s) as outlined below in this TOR.

b. The bidding exercise aims to set up a Long-Term Agreement (LTA) with Internet/Landline/Mobile service provider (s) who offer(s) the most competitive package price/rate with one and/or more services while committed to provide the service as specifically stipulated hereunder. Split awards can be envisaged per service. UNESCAP and UN agencies, funds and programs reserve the right to split the award between the Internet, Landline (local /domestic and international) and Mobile services.

For Internet services, two (2) companies (ISP1 and ISP2) will be awarded the services based on their respective final combined score.

c. The LTA shall:



Establish a set of standard technical requirements or specifications that MUST be met by the supplier when contracted to provide Internet, Landline and Mobile Services to UNESCAP and UN agencies, funds and programs in Thailand.

Set out the minimum level of service and performance required in the form of Service Level Agreement (SLA) attached to any contract that will be signed between the supplier and UNESCAP and UN agencies, funds and programs.

Establish a price schedule for different services.

Duration:

The contract shall be in place for two (2) years with three (3) optional extension periods of one (1) year each at UN's discretion.

Terms and conditions shall remain unchanged during the contract period, except in the circumstances where the market prices reflect the decrease in prices and increase in the capacity for rendering the services at a higher level i.e., internet services, landline and mobile services. The benefit of these changes shall be communicated to UNESCAP and UN agencies, funds and programs promptly, for processing of relevant amendments to the contracts.

1) Internet Services – the successful Internet Service Provider (ISP) is expected to provide the following services:

1.1 To provide internet line with the speed in the range of 5 Mbps – 2 Gbps or more to UNESCAP and UN agencies, funds and programs depending upon the requirement as per Annex A Point No: 3 at a traffic-independent flat fee, unlimited usage time, without any further restrictions of use (i.e. proxy, firewall, filtering server).

1.2 To provide synchronous bandwidth for domestic and international bandwidth (for example, 10Mbps means 10Mbps domestic and 10Mbps International bandwidth)

1.3 To have enough capacity to support UNESCAP and UN agencies, funds and programs' growing bandwidth requirements for cloud-based services and Enterprise applications.

1.4 To have dedicated bandwidth from its network to Microsoft/Google cloud services such as Microsoft365 (SharePoint, MS Teams, Google Meet, Google Docs etc.), Azure etc. and Google cloud services, and should route all of UNESCAP and UN agencies, funds and programs' Microsoft/Google cloud traffic directly to the nearest Microsoft/Google Data Centers.

1.5 To provide on-demand 16-128 public IP addresses (IPv4) for UNESCAP or its agencies, funds and programs depending on their requirements

1.6 To maintain UNESCAP APNIC membership and pay all applicable fees for Public IP (203.160.4.0/22) and AS number (45860).

1.7 To provide flexible capacity in order to support any short-term bandwidth requirement of ESCAP and UN agencies, funds and programs across any UN office locations in Thailand.

1.8 To keep Internet Service for Leased Lines shall be a minimum of 99.5% as measured over the period of a calendar month. (< 45 minutes downtime).

1.9 To provide resilient public DNS services, which allow cross ISP queries.

1.10 To indicate their Last Mile Solution provider in the Technical Proposals.

1.11 To provide diagnostic reports and internet link status notification via SMS and/or e-mail in case of any



service interruptions.

1.12 To state clearly about compensation/penalty in case of failure of services. ISP's attention is invited to General Conditions of Services and Special Conditions of Services of RFP for Liquidated Damages in case of failure to provide the services as per contract agreement.

1.13 To provide all necessary assistance to UNESCAP and UN agencies, funds and programs to optimize Internet traffic performance such as BGP configuration, routing changes etc.

To include their proposed SLA terms and conditions that would be applicable to this engagement.

1.14 To provide real-time monitoring and reporting solution that provides daily, weekly, monthly and yearly utilization graphs and total bandwidth usage reports which can be used to measure the service performance against the SLA.

1.15 To handle all aspects of the services, including ordering and commissioning of leased line connections.

1.16 To terminate the connection at the specified location within UNESCAP and UN agencies, funds and programs premises and/or designated locations and shall provide all necessary **equipment, IP addresses, connection, etc. needed for the services to work properly.

1.17 To provide 24x7x365 English speaking customer support.

Consumer Grade Internet Services (DSL, ADSL, Wi-Fi, Fiber Optic, etc.)

a. To provide one Consumer Grade Fiber Optic Broadband link with a minimum speed of 50Mbps to 1Gbps or more to UNESCAP and UN agencies, funds and programs at a traffic-independent flat fee, without any further restrictions of use.

b. To terminate the connection at the specified location within UNESCAP and UN agencies, funds and programs premises and/or designated locations and shall provide all necessary **equipment, IP addresses, connections etc., needed for the services to work properly.

2) Telephony Service – the successful telephone operator is expected to provide the following services:

2.1 To make telephone calls effectively and efficiently to local and mobile subscribers within Bangkok.

2.2 To make telephone calls effectively and efficiently to landline and mobile subscribers outside of Bangkok but within Thailand.

2.3 To make telephone calls effectively and efficiently to all countries.

2.4 To provide E1 PRI or SIP trunk or individual telephone lines with redundancy; The United Nations will select the most cost-effective solution.

2.5 To provision a sufficient number of dedicated E1 PRI lines or SIP trunks between the carrier and our voice gateway to support all outbound calls and future growth in call volumes.

2.6 To implement the conversion of services from the current carrier to its own services if necessary.

2.7 To provide both analog and digital lines to UNESCAP and UN agencies, funds and programs.

2.8 To support DID number presentation (Caller ID presentation).

2.9 To provide a special discount rate for international call for at least these top 25 countries

2.10 To be compatible with VoIP technology

2.11 To support DID number presentation (Caller ID presentation).

2.12 To be the sole technical contact for smooth operations.

2.13 To provide monthly billing information in paper and/or electronic format as text files.

2.14 To provide 24x7x365 English speaking customer service.

Approximate no. of phone: ~1900

3) Mobile Service – the successful mobile operator is expected to provide the



following services:

- 3.1 To have the capability to utilize existing mobile numbers (number portability)
- 3.2 To provide numbers with SIM card with the latest technology GSM/3G/4G/5G or better.
- 3.3 To provide rich quality voice and SMS, GPRS/EDGE and 3G/4G/5G or better services in the package.
- 3.4 To provide international voice, SMS and data roaming in the package
- 3.5 To provide signal boosters and other equipment, at the responder's expense, to ensure full coverage is met within the UN compound
- 3.6 To have Local and nationwide coverage for voice and data services, including email, Internet, and SMS/MMS text messaging.
- 3.7 To provide the latest Mobile Devices, such as conventional cell phones, Android phones, Apple iPhones, Android Tablets, Apple iPad and Mi-Fi which can be selected by users according to personal preference and shall include the latest, most advanced versions available on the market (one-year-old or less with latest operating system android/iOS) and can work internationally.
- 3.8 To have the ability to acquire by UNESCAP and UN agencies, funds and programs at delivery (upfront) or during/after the lease period (maximum 24 months).
- 3.9 To provide Mobile Devices on rent for a period of 6-24 months.
- 3.10 To offer corporate rates and discounts for both new numbers and existing numbers (guarantee number portability).
- 3.11 To offer plan options (packages) at a monthly flat rate, based on usage of voice and data services.
- 3.12 To provide an unlimited domestic data package with a minimum speed guarantee of 1 Mbps.
- 3.13 To provide unlimited, a-la-cart, international voice, data, SMS/MMS, etc. roaming package.
- 3.14 To provide mobile phone services feature such as Voicemail, call waiting, call forwarding and Wi-Fi Calling feature
- 3.15 To have unlimited public Wi-Fi access by the mobile service provider
- 3.16 To provide free calling between UN mobile phones purchased under this contract and UN office landlines. The mobile service provider is willing to extend the same offer for Mobile Devices to the personal connection of UNESCAP and UN agencies, funds and programs staff and family members.
- 3.17 To provide free calls within UNESCAP and UN agencies, funds and programs family subscribers
- 3.18 To provide MDM (Mobile Device Management) either on-premises or cloud-based service.
- 3.19 To offer the capability to bar or prohibit any extra premium services (Premium-Rate audio service, SMS Voting, Entertainment, News, SMS Services etc.)
- 3.20 To provide reporting tools to allow the UN and UN agencies to analyze usages and trends in order to better manage cost.
- 3.21 To provide special discounts for international calls and roaming for at least the top 25 countries specified by UNESCAP and UN agencies.
- 3.22 To offer connections of UN staff and their family members at same terms and conditions with separate payment account or process.
- 3.23 To provide monthly billing information in paper and/or electronic form as text files.
- 3.24 To provide 24x7x356 English speaking customer support.

Approximate no. of staff: ~2000+

Approximate no. of corporate mobile phone: ~630

Approximate no. of corporate Mobile connection (SIM): 760



SPECIFIC REQUIREMENTS / INFORMATION (IF ANY)

All works shall be in relation and delivered to the United Nations Organizations located in Thailand.

Companies interested in being considered for invitation to the tenders must submit a written Expression of Interest along with copies of business registrations/licenses, as applicable, and a brief company profile with experiences in similar projects.

UNESCAP reserves the right to verify the statements and not to invite all those companies who had expressed their interest.

Companies interested in being considered for invitation to tenders are also required to register with the United Nations Global Marketplace (UNGM) located at <http://ungm.org>. Companies who have already registered in the UNGM shall keep their information updated at all time.

NOTE

Information on tendering for the UN Procurement System is **available free of charge** at the following address: <https://www.ungm.org/Public/Notice>

Only the United Nations Global Marketplace (UNGM) has been authorised to collect a nominal fee from vendors that wish to receive automatically Procurement Notices or Requests for Expression Of Interest. Vendors interested in this Tender Alert Service are invited to subscribe on <http://www.ungm.org>

Vendors interested in participating in the planned solicitation process should submit the Vendor Response Form of this EOI electronically (through the link available on the next page) before the closing date set forth above.



VENDOR RESPONSE

NOTICE

- Companies can only participate in solicitations of the UN Secretariat after completing their registration (free of charge) at the United Nations Global Marketplace (www.ungm.org).
- As you express interest in the planned solicitation by submitting this response form, please verify that your company is registered under its **full legal** name on the United Nations Global Marketplace (www.ungm.org) and that your application has been submitted to the **UN Secretariat**.
- While companies can participate in solicitations after completion of registration at Basic Level, we strongly recommend all companies to register at least at **Level 1** under the United Nations Secretariat prior to participating in any solicitations.

PLEASE NOTE: You should express your interest to this EOI electronically at:
<https://www.un.org/Depts/ptd/node/add/interest-expressed?EOI=EOIUNESCAP19245>

In case you have difficulties submitting your interest electronically, please contact escap-pu@un.org; hatayodom@un.org directly for instructions.



EOI INSTRUCTIONS

1) Registering as a Vendor with the United Nations

Vendors interested in fulfilling the requirement described above must be registered at the UN Global Marketplace (www.ungm.org) with the UN Secretariat in order to be eligible to participate in any solicitation. Information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>.

Prerequisites for Eligibility

In order to be eligible for UN registration, you must declare that:

- A. Your company (as well as any parent, subsidiary or affiliate companies) is not listed in, or associated with a company or individual listed in:
 - I. the Compendium of United Nations Security Council Sanctions Lists (<https://www.un.org/sc/suborg/en/sanctions/un-sc-consolidated-list>), or
 - II. the IIC Oil for Food List website or, if listed on either, this has been disclosed to the United Nations Procurement Division in writing.
- B. Your company (as well as any parent, subsidiary or affiliate companies) is not currently removed or suspended by the United Nations or any other UN organisation (including the World Bank);
- C. Your company (as well as any parent, subsidiary or affiliate companies) is not under formal investigation, nor have been sanctioned within the preceding three (3) years, by any national authority of a United Nations Member State for engaging or having engaged in proscribed practices, including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice;
- D. Your company has not declared bankruptcy, are not involved in bankruptcy or receivership proceedings, and there is no judgment or pending legal action against your company that could impair your company's operations in the foreseeable future;
- E. Your company does not employ, or anticipate employing, any person(s) who is, or has been a UN staff member within the last year, if said UN staff member has or had prior professional dealings with the Vendor in his/her capacity as UN staff member within the last three years of service with the UN (in accordance with UN post-employment restrictions published in ST/SGB/2006/15).
- F. Your company undertakes not to engage in proscribed practices (including but not limited to: corruption, fraud, coercion, collusion, obstruction, or any other unethical practice), with the UN or any other party, and to conduct business in a manner that averts any financial, operational, reputational or other undue risk to the UN.

For Registered Vendors: Vendors already registered at the UN Global Marketplace with the UN Secretariat must ensure that the information and documentation (e.g. financial statements, address, contact name, etc.) provided in connection with their registration are up to date in UNGM. Please verify and ensure that your company is registered under its full legal name.

For Vendors Interested in Registration: Vendors not yet registered should apply for registration on the United Nations Global Marketplace (<http://www.ungm.org>); information on the registration process can be found at <https://www.un.org/Depts/ptd/vendors>. Vendors must complete the registration process prior to the closing date of the REOI. Vendors who have not completed the UNGM registration process with the UN Secretariat before the closing date of the REOI are not considered eligible to participate in solicitations of the UN Secretariat. We strongly recommend all companies to register at least at Level 1 under the UN Secretariat prior to participating in any solicitations.

IMPORTANT NOTICE: Any false, incomplete or defective vendor registration may result in the rejection of the application or cancellation of an already existing registration.

2) EOI Process

Vendors interested in participating in the planned solicitation process should forward their expression of interest (EOI) to Economic and Social Commission for Asia and the Pacific (UNESCAP) by the closing date set forth in this EOI. *Due to the high volume of communications UNESCAP is not in a position to issue confirmation of receipt of EOIs.*

Please note that no further details of the planned solicitation can be made available to the vendors prior to issuance of the solicitation documents.

This EOI is issued subject to the conditions contained in the EOI introductory page available at <https://www.un.org/Depts/ptd/eoi>.

