

UNITED NATIONS



NATIONS UNIES

ECONOMIC AND SOCIAL COMMISSION FOR ASIA AND THE PACIFIC  
UNITED NATIONS BUILDING, RAJADAMNERN NOK AVENUE, BANGKOK 10200, THAILAND

### REQUEST FOR EXPRESSION OF INTEREST (EOI)

**Title of the EOI:** Provision of Internet, Voice and Data Communication Services

**Date of this EOI:** 27 August 2015 | **Closing Date for Receipt of EOI:** 21 September 2015

**EOI Number:** 34/15 | **E-mail address:** kongsawasdiphaisarn@un.org

**Address EOI by fax to the attention of:** Chief, Procurement Unit

**Fax Number:** (66 2) 288 1061

**UNCCS Code:** 83111500, 83111600, 81161700, 81112100, 81112200

#### DESCRIPTION OF REQUIREMENTS

The United Nations Economic and Social Commission for Asia and the Pacific (UNESCAP) invites Expression Of Interest (EOI) from qualified companies for the provision of Internet, Telephony, Mobile and Data Services to the United Nations Organizations located in Bangkok, Thailand.

- 1) Internet Services – the successful Internet Service Provider (ISP) is expected to provide the following services:
  - 1.1. To provide internet line with speed in the range of 512 Kbps - 200 Mbps or more to United Nations Organizations (depend upon the requirement from each agency), at a traffic-independent flat fee, unlimited usage time, without any further restrictions of use (i.e. proxy, firewall, filtering server) and the internet bandwidth must be a dedicated line, not shared with other customers.
  - 1.2. To provide backup link with appropriate internet speed corresponding to the main link. However, any agency can choose another ISP as a backup of their primary internet link.

- 1.3. To terminate connection in Data Center or Server Room with Ethernet handover and equip all necessary link related equipment in corresponding Data Center/Server Room such as router for lease line, backup links, active devices, etc.
- 1.4. To provide real-time MRTG tool daily, weekly, monthly and yearly utilization graphs with domestic, international and total bandwidth usage which can be used to monitor network condition against the provided terms and conditions of the Services Level Agreement.
- 1.5. To handle all aspects of the services, including ordering and commissioning leased lines connections. The ISP shall also be the sole technical contact for smooth operations of the services.
- 1.6. To provide public DNS service; which allows cross ISP queries.
- 1.7. To provide necessary support and collaboration to assist United Nations Organizations optimize the utilization of its Internet bandwidth. Not limited to just technical work, may require working with third party vendors.
- 1.8. The availability of the Internet Service for Leased Lines shall be a minimum of 99.9% as measured over the period of a calendar month.
- 1.9. Have alternate International routes from more than one International Internet providers and should be able to route to the best path performance in case of one International Internet provider has service interruption or poor performance.
- 1.10. To provide at least 16-64 public IP addresses for the United Nations Organizations depending on their requirement. However, if some United Nations Organizations need more than 64 public IP addresses then the ISP is expected to provide them accordingly.
- 1.11. To provide 24x7x365 technical assistance and/or helpdesk facilities (Proficient in English) and also responsible for contacting designated UN agencies contact points for both scheduled and un-scheduled downtime.
- 1.12. To describe what alternate routing or fallback arrangements for continuity of service they have in place, should their primary link(s) to the Internet backbone become non-operational. Also to indicate what connection arrangement they have with the local and international providers.
- 1.13. To provide diagnostic reports and internet link status notification via SMS and/or e-mail in case of failure.

DSL, ADSL, G.HDSL, Wireless lines

- a) To provide DSL, ADSL, G.HDSL, Wireless lines with speed in the range of 512 Kbps - 50Mbps or more to the United Nations Organizations (depend on requirement from each agency), at a traffic-independent flat fee, without any further restrictions of use.
  - b) The lines must be designed for corporate use which normally has better quality and better share ratio than home use.
  - c) To provide relevant number of modems/routers to support the DSL, ADSL, G.HDSL, Wireless links (Depending on the requirement).
- 2) Telephony Service – the successful telephone operator is expected to provide the following services:
- 2.1. To provide telephone line for the United Nations Organizations located in Bangkok, both analog and digital lines
  - 2.2. To handle all aspects of the services, including ordering and commissioning connections such as E1, ISDN, SIP, Leased line and etc.
  - 2.3. To provide monthly billing detail information in electronic form and may provide software to allow manipulation of the detailed call records and generation of various telecommunication management reports.
  - 2.4. To be responsible for implementing the conversion of services from current carrier.
  - 2.5. To be compatible to VoIP technology
  - 2.6. To support DID number presentation (Caller ID presentation).
  - 2.7. To be the sole technical contact for smooth operations.
  - 2.8. To provide 24x7x365 customer service.
- 3) Mobile Service – the successful mobile operator is expected to provide the following services:
- 3.1 To provide numbers with SIM card with latest technology GSM/CDMA/3G in the frequency range of 800/850/900/1800/1900/2100MHz.
  - 3.2 To provide rich quality voice and SMS, GPRS/EDGE and 3G services (or more if available) in the package.

3.3 To include international voice, SMS and data roaming in the package.

3.4 To be able to provide latest conventional cell phones, Smartphones, iPhones, mobile Devices such as Tablets, iPad, MiFi and other smart devices with different packages.

3.5 To be the sole technical contact for smooth operations.

3.6 To provide 24x7x365 customer service.

Provided below the existing situation of number of connections with the United Nations Organizations located in Bangkok, Thailand.

Approximate no. of staff: 2017

Approximate no. of corporate accounts for mobile phone: 431

Approximate no. of phone: 3014

Estimated expenditure incurred for official connections: ~11 million Baht

Selected service provider is expected to offer the services for personal connections of UN staff and their family members at same terms and conditions with separate payment account or process.

### SPECIFIC INFORMATION

All works shall be in relation and delivered to the United Nations Organizations located in Bangkok, 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 United Nations Global Marketplace (UNGM). If not already registered at the UNGM, please use the following URL: <http://www.ungm.org>**