



Request for Quotations (RFQ)

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|-------------------------------|---------------------------------|
| Title | PROVISSION OF INTERNET SERVICES |
| Procurement Ref. No. | ESAAMLG -RFQ -2026-06 |
| Date of Issue | 5 March 2026 |
| Closing Date | 16 March 2026 16:00 EAT |
| Expected Delivery Date | 1 June 2026 |

1. Supplier Information

| | |
|-------------------------|--|
| Company Name | |
| Contact Person | |
| Phone Number | |
| Email Address | |
| Physical Address | |
| TIN / VAT Number | |

2. Description of Goods/Services Required

Note that all brand names listed below are for reference. Other brands of equivalent specifications will be accepted and evaluated equally against brands listed below. If other brands are quoted, Offerors must provide a side-by-side comparison of the offered specifications against those of the items listed below.

2.1 Period of performance:

Duration of the service period will be for one year from June 1, 2026 to May 30, 2027. However, the contract may be renewed depending on the quality of service provided by the contractor Offerors are requested to provide quotations for below listed items containing the information/specification as per scope of work on official letterhead or official quotation format. In the event this is not possible, offerors may complete the table below and submit a signed/stamped version to ESAAMLG

| No. | Description of Goods/Services | Unit | Qty | Monthly Cost (TZS) | Annual Cost (TZS) |
|-----|--|------|-----|--------------------|-------------------|
| 1. | 50 Mbps download and upload Dedicated Internet | | 12 | | |
| 2 | Installation Fee | | 1 | | |
| 3. | Static IP Charges | | | | |
| 4 | Optional Backup Link | | | | |

| | | |
|--|--------------------------|--|
| | Total (excl. VAT) | |
| | VAT (%) | |
| | Grand Total | |

NB: Vendors are encouraged to conduct a site survey prior to submission of their quotation to familiarize themselves with the installation environment. All prices quoted must be **inclusive of all costs necessary for full service delivery**, including installation, equipment, configuration, cabling, and any other related expenses. **ESAAMLG shall not be liable for any additional costs not included in the submitted quotation.**

Technical specifications/Scope of work

The ISP is expected to provide:

1. Dedicated 50 Mbps download and upload fiber internet connection (not shared bandwidth).
2. Unlimited data usage with guaranteed speeds.
3. 24x7x365 technical assistant or helpdesk and connectivity monitoring and technical support service provider must have and should inform (by email and SMS) about any issues related to the link.
4. Installation and configuration of required equipment (routers, modems, cabling).
5. Service Level Agreement (SLA) with minimum uptime of 99%.
6. Redundancy/backup solution to ensure continuity in case of outage
7. The service provider guarantee data confidentiality.
8. The service provider should send a qualified technical representative within 1 hour of trouble/incident to resolve any problem at no additional cost if the problem cannot be resolved through online or telephone support or assistance.
9. The service provider should appoint a focal point to provide services to ESAAMLG, if any problem persists during the operation time and provide contact details of the focal person to the project.
10. The service provider shall state clearly about compensation/penalty in case of failure of services.

3. Terms & Conditions

| | |
|---|----------------------------------|
| <input type="checkbox"/> Validity of Quote: Minimum 60 days | |
| <input type="checkbox"/> Payment Terms: Net 30 days after delivery & EFD invoice submission | |
| Delivery Location | 1 Madaraka street ESAAMLG Office |
| Warranty | |
| Delivery Period | |
| Mode of Delivery | |

4. Supporting Documents Required

Please attach the following:

The following documents are mandatory:

- Business Registration Certificate
- Valid TCRA ISP License
- Tax Clearance Certificate
- VAT Registration Certificate (if applicable)
- Signed quotation
- Company profile
- Minimum 3 corporate references

Failure to submit mandatory documents may result in disqualification.

5. Declaration by Supplier

I hereby affirm that the prices quoted above are accurate and inclusive of all applicable taxes and duties. I further confirm that all information provided in this offer is true, complete, and submitted in good faith.

- We certify that we have no close, familial, or financial relationships with any ESAAMLG staff members.
- We certify that we have no close, familial, or financial relationships with any other offerors submitting quotations in response to this RFQ.
- We confirm that the prices and terms in our offer were determined independently, without consultation, communication, or agreement with any other offeror or competitor for the purpose of restricting competition.
- We confirm that all information contained in our offer, including all supporting documents, is authentic and accurate.
- We acknowledge and fully comply with ESAAMLG's policies prohibiting fraud, bribery, and kickbacks.

We hereby certify that all representations, certifications, and statements submitted with this offer are accurate, current, and complete to the best of our knowledge.

| | |
|------------------------|-----------------------------------|
| Authorized Person Name | |
| Signature | |
| Company Stamp | |
| Date | <input type="text" value="Date"/> |

6. Quotation Evaluation Matrix

| # | Evaluation Criteria | Weight | Comments / Notes |
|----|--|--------|--|
| 1 | Relevant ISP Experience | 20% | Bidder must submit 2 Purchase orders/contracts for Internet Service with satisfactory vendor performance during the last 3 years. On behalf of UN, NGOs, diplomatic missions and etc. ESAAMLG reserves the right to verify these contract references to ascertain authenticity and satisfactory vendor performance. The outcome of such reference verifications shall prevail. Bidders submitting forged contracts demonstrating past experience will immediately be disqualified from the tender. |
| 2 | Technical Compliance (Bandwidth, SLA, IPs, Redundancy, & support) | 20% | |
| 3 | Methodology and Implementation Plan | 10% | |
| 4 | Network Infrastructure & Redundancy | 10% | |
| 2. | Delivery & Installation | 10 % | Ability to deliver within required timeline, proper installation services preferred all the installation should be completed 14 days after receiving of PO . |
| 3. | Price Competitiveness | 30% | Lowest responsive and cost-effective bid |

Technical Offer Must Include:

- Company Profile
- Relevant Experience (minimum 3 corporate clients)
- Network architecture description
- Implementation timeline
- SLA details
- Escalation procedure
- Redundancy plan
- Monitoring tools

Minimum Compliance Requirements (must be met for further consideration)

- Valid Business Registration Certificate
- Valid TIN and/or VAT Registration
- Commitment to issue EFD receipt before payment
- Ability to deliver within agreed time

7. INSTRUCTION TO BIDDERS

Offer Deadline and Submission Protocol

This RFQ is issued on **5 March 2026**. All offers must be received no later than **16:00 EAT on 16 March 2026** by email to procurement@esaamlg.org . The RFQ number must be referenced in all submissions and correspondence. Quotations received after the submission deadline will be considered late and will be rejected..

Questions: Questions regarding the technical or administrative requirements of this RFQ may be submitted no later than **10:00 EAT on March 11, 2025**, by email to procurement@esaamlg.org Questions must be submitted in writing; phone calls will not be accepted. Questions and requests for clarification—and the responses there to that ESAAMLG believes may be of interest to other offerors will be circulated to all RFQ recipients who have indicated an interest in bidding.

Delivery Requirements

All items supplied under this RFQ shall be delivered to **ESAAMLG Offices, Madaraka Street, Dar es Salaam, Tanzania**. Each bidder must indicate the estimated delivery timeframe (in calendar days) from the date of receiving a purchase order. The delivery timeline committed in the quotation must be honored in the execution of any resulting contract

VALIDITY OF QUOTES

Quotes submitted shall remain open for acceptance for a minimum of **60** days from the last Date specified for receipt of quotes. The selected Bidder(s) shall supply the services requested at the quoted prices for the delivery/performance period specified in this RFQ.

BASIS OF SELECTION

Evaluation and Award:

The contract will be awarded to the responsible offeror whose submission complies with all RFQ instructions, meets the eligibility requirements, satisfies or exceeds the minimum technical specifications, and represents the best value to ESAAMLG based on a **Tradeoff evaluation** methodology as per the shared evaluation criteria . Consideration will be given to quality, delivery schedule, and overall cost. ESAAMLG reserves the right to accept any item or group of items from an offer, and may make an award for a quantity that is less than what is specified in the RFQ, at the unit prices quoted.

ESAAMLG may reject any quotation deemed non-responsive. A responsive quotation is one that meets all terms and conditions of the RFQ, is complete, duly signed by an authorized representative, and submitted by the deadline indicated on the cover page of this RFQ. ESAAMLG reserves the right to waive minor, non-material discrepancies in a quotation at its sole discretion.

This RFQ does not obligate ESAAMLG to award a contract. ESAAMLG reserves the right to award or not award any of the quotations received. No commitment is made, expressed or implied, to reimburse bidders for any costs incurred in preparing and submitting quotations in response to this RFQ.

Anti-Corruption and Integrity Statement

ESAAMLG maintains a zero-tolerance stance toward bribery, corruption, collusion, fraud, and unethical practices. Bidders confirm that their submission is genuine, independent, and compliant with all applicable anti-corruption laws.

