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International Foundation for Electoral Systems (IFES)

RFQ/17/051 – Solicitation for Internet Services for Nineteen (19) National Elections Commission (NEC) Magistrate Offices in Liberia

Questions & Answers (Q&A)

February 23, 2017

Question 1: Can we have a photo of each location of the dish to enable determine the part needed?

Answer 1: A picture of the dish cannot technically give outcomes to determine if the equipment is functioning properly or not. Please see the description of goods for the required equipment listed in the RFQ.

Question 2. Are all dishes installed and to which satellite there were pointed previously?

Answer 2: All the dishes are installed at locations specified and were connected to GILAT satellite.

Question 3. Can you give us the model number and make of the dish?

Answer 3: 1.8M C-Band Satellite Dish

Question 4. When you mentioned feed arm, do you have a photo? or means the arm and the two support?

Answer 4: Feed horn (Feed-Arm), support arms are available for mounting the feed horn where necessary.

Question 5. When last were the modems used? The previous contract you had with the provider, are the modems locked?

Answer 5: December 2014. Contractor was Cellcom Liberia with Satellite services provided by GILAT. All 19 iDirect Evolution X1 Modems are open.

Question 6. In the event the modem does not work? What would be the next step?

Answer 6: Modems are working perfectly and all open, though were previously pointed to GiLAT. NEC previously used X3 Modems (Procured by IFES in 2010) before exchanging same for X1 modems in 2014. All were working perfectly until the exchange.

Question 7. Same with the cables and connectors, are they still in place or need replacement?

Answer 7: Most of the cables and connectors will be functioning, but should there be any replacement, it won't be significant. Approximately 1 or 2 sets that can be replaced in house with our spare stock.

An Example of a Feed Horn, BUC & LNB replacement.



Question 8. As clearly noted each site will need 2048Kbps x 512Kbps, make it a total of 47.5 Mb, am I correct?

Answer 8: All sites will share the 2048Kbps x 512Kbps.

Question 9. Is it possible to meet with IT personnel in Monrovia to get a better picture?

Answer 9: It's available upon request. Please contact Ms. Salima Wiggins at swiggins@ifes.org and Ms. Jenny Xu at jxu@ifes.org, if you need any additional information.

Question 10. What is the exact requirement in terms of bandwidth? Is it 2Mbps/512Kbps dedicated (1:1) for each of 19 sites or 2Mbps/512Kbps shared between all 19 sites. If shared, then what is the sharing ratio needed?

Answer 10: 2Mbps / 512Kpbs dedicated.

Question 11. CNO do not give the ability to CNO user to control bandwidth, so what kind of control bandwidth requested as stated in page 3: Does the customer mean VNO (Virtual Network Operator) instead of CNO? Because only VNO can give such kind of controlling and monitoring features as requested by the client.

Answer 11: CNO user won't be controlling bandwidth. The sole purpose is to monitor/control sites from headquarters, the sites up and downtime when necessary. The required bandwidth will be assigned to the 19 sites. If one site comes on it takes the full bandwidth required and when all the rest are on the bandwidth (2Mbps/512Kbps) is shared with all the 19 sites.

Question 12. What is the type of the 1.8 C-Band antenna and the manufacturer of the antenna so that we can buy a replacement Feed-Arm? Can we have a sample picture of any requested part to get the perfect match?

Answer 12: 1.8M C-Band TX/RX antenna from Bentley & Walker. Please contact Ms. Salima Wiggins at swiggins@ifes.org and Ms. Jenny Xu at jxu@ifes.org, if you need any additional information.

Question 13. We also need pictures (or model number, serial number) of BUC, LNB and Feed Arm which are not to be replaced on 5 sites.

Answer 13: BUC (C -BAND 2W) and LNB is Norstat 8515 C-Band Digital Pro/Norstat 8225 DRO LNB. Further details of serial number can be provided upon selection of vendor.

Question 14. Please clarify that the existing iDirect X1 modems are unlocked and needs no further efforts in unlocking.

Answer 14: Yes, all are unlocked and require no further action except configuration to the pointed satellite

Question 15. Where we can put the cost of "on-site and remote technical support services must be included in the offer for the duration of the contract" as stated on page 3? There is no such column in the price table. Do we need to state that separately?

Answer 15: The attached template now includes this category and should be used for submission. Additional lines may be added to the attached template as necessary but no lines should be removed.

Question 16. Do you need any "on-site support agreement" for the time of contract? If yes, please mention the sites.

Answer 16: It is not known which, if any, sites will need on-site support during the course of this contract. If a technical problem cannot be resolved through the provision of remote assistance, the selected vendor will be expected to provide on-site technical support until the problem is fully resolved. Bids wishing to be competitive should include a monthly cost per field office for the provision of on-site and / or remote technical assistance. The monthly cost should be an average for all 19 offices, not listed individually for each office. The attached template shows how this cost is to be proposed.

Question 17. What are the payment terms and conditions? There has been no mention about the same in the RFQ.

Answer 17: Monthly internet service charges will be paid 100% upon submission and acceptance of monthly invoice. For the installation of new equipment, payment will be 100% upon delivery, acceptance and submission of invoice. Please note that the payment terms are negotiable.

Question 18. What is the exact contractual period?

Answer 18: The contractual period will be from the signing of the contract (purchase order) through 31 December 2017. A partial month will be pro-rated.