

Request for Quotation

RFQ Title:	Provision of Internet Service
RFQ number:	RFQ-2607-006
Date of Solicitation:	04-May-2026
Submission Date and time:	08-May-2026 - 5:00 PM
Estimated Delivery/ Performance Date:	6 months as of Contract Signature Date

A. Introduction

Pact is an international nonprofit organization that works in nearly 40 countries building solutions for human development that are evidence-based, data-driven and owned by the communities we serve. Founded in 1971, Pact works with partners to build resilience, improve accountability, and strengthen knowledge and skills for sustainable social impact.

Pact Inc has received funding from the Department of State (USG) to implement the ACHIEVE MNCH project in Liberia. The ACHIEVE MNCH Project is aimed at addressing existing maternal and child health gaps in Liberia, supporting the Government of Liberia to improve maternal child health outcomes, and supporting interventions and priorities that will improve availability of and access to critical lifesaving maternal child health services.

PACT Inc – Liberia invites qualified and reputable internet service providers (ISPs) to submit quotations for the provision of dedicated internet service to support its operational needs. The service provider will deliver high-speed, secure, and uninterrupted internet connectivity.

B. Scope

The selected service provider shall:

- Provide dedicated internet bandwidth
- Install and configure and configure all necessary equipment
- Provide ongoing technical support and maintenance
- Ensure high service availability and performance
- Monitor network performance and provide user reports

C. Specification

Vendors must clearly demonstrate their ability to meet or exceed the following minimum requirements:

Sr. No	Description	Specification
1	Bandwidth requirements	Minimum dedicated Bandwidth: 100 Mbps Symmetrical speeds Scalable bandwidth options
2	Connectivity Type	Fiber and/or Radio
3	Service Availability	Minimum uptime guarantee: 99.5% or higher Service Level Agreement (SLA) required

4	Latency & Performance	Low latency and jitter suitable for VoIP and video conferencing No bandwidth throttling
5	IP Addressing	Provision of static public IP addresses
6	Security	DDoS protection Secure routing and network protection measures
7	Installation and deployment	Installation timeline clearly defined Provision of all necessary equipment (access points, routers, etc.) Configuration and testing before handover
8	Support & Maintenance	24/7 technical support availability Defined response and resolution times Preventive maintenance services Dedicated account manager (preferred)
9	Redundancy	Last-mile redundancy options

D. Eligibility

Eligible Vendors must meet for the following requirements:

- a. Submit a valid Business Registration Certificate
- b. Submit a current and valid Tax Clearance Certificate
- c. Article of incorporation/partnership agreement (or equivalent)

Ability to meet or exceed the minimum requirements (Outlined in Section C);

E. Required Submission Documents

- a. Completed quotation with financial proposal
- b. Company Profile
- c. Valid licenses from relevant regulatory authorities
- d. Valid Insurance Documentation
- e. Past Performance Listing (Entity, Period of service, Contact person's name, phone & email)

F. Submission Instructions

All interested service providers are submitting your complete quotation package via email as follows:

Send to: hneufville@pactworld.org

CC: jmilliski@pactworld.org

Subject Line: RFQ-2607-006 - Provision of Internet Service

Submission deadline: 5:00 PM of 08-May-2026



Evaluation Criteria

Quotations will be evaluated based on the following:

Criteria	Weight
Compliance with Technical Specification	30%
Price competitiveness	30%
Vendor Experience & Past Performance	20%
Service reliability and SLA terms	10%
After-sales support capacity	10%

G. Terms and Conditions of RFQ

A. Disclaimers

- Pact reserves the right to modify by written notice the terms of this solicitation at any time in its sole discretion. Pact may cancel the solicitation at any time
- Pact may reject any or all proposals received.
- Issuance of solicitation does not constitute award commitment by Pact.
- Pact reserves the right to disqualify any quotation based on vendor's failure to follow solicitation instructions.
- Pact will not compensate Vendors for their response to the solicitation.
- Pact reserves the right to issue an award based on initial evaluation of applications without further discussion.
- Pact may choose to award only part of the quantities in the solicitation or to issue multiple awards.
- Pact reserves the right to waive minor proposal deficiencies that can be corrected prior to award determination to promote competition.
- Pact may contact Vendors to confirm contact person, address, and that the proposal was submitted for this solicitation.
- Pact may contact listed past performance references without notice to the Vendor. Pact also reserves the right to contact other past performance information sources that the Vendor did not list in the proposal.
- By submitting a proposal, the Vendor confirms they understand the terms and conditions.
- Information pertaining to and obtained from the Vendor as a result of participation in this solicitation is confidential. The Vendor consents to the disclosure of the documents submitted by the Vendor to the reviewers involved in the selection process. Please note that all reviewers are bound by non-disclosure agreements.
- In exceptional circumstances, Pact Inc Liberia may request to supplier/service provider to extend for the validity of Quotation beyond what has been initially indicated in this RFQ. The quotation shall then confirm the extension in writing, without any modification whatsoever on the Quotation.

For inquiries, please contact:

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