Request for Proposals - Services

PROVISION OF INTERNET CONNECTIVITY TO GAIN OFFICE IN ABUJA

Issued by

The Global Alliance for Improved Nutrition (GAIN)

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GAIN's procurement is conducted based on our procurement principles, including "a focus on ethical and sustainable procurement which requires us to take note of our legal and ethical commitments… in our procurement and supplier management."

We require all our partners, suppliers and service providers to familiarise themselves with our Code of Conduct (Code) and to adhere to either our Code or to their own equivalent code or set of behaviours.

This is in addition to any relevant clauses and provisions in our contractual terms.

We also expect our partners, suppliers, and service providers to proactively inform GAIN, via the mechanisms detailed in the Code, of any breaches, potential or perceived breaches of its provisions.

Any supplier or service provider found to violate these principles will be excluded from this process and may be barred from responding to future opportunities.

BACKGROUND AND SCOPE OF WORK

1. ABOUT GAIN

The Global Alliance for Improved Nutrition (GAIN) is a Swiss based foundation launched at the UN in 2002 to tackle the human suffering caused by malnutrition. Working with both governments and businesses, we aim to transform food systems so that they deliver more nutritious food for all people. At GAIN, we believe that everyone in the world should have access to nutritious and safe food. We work to understand and deliver specific solutions to the daily challenge of food insecurity faced by poor people. By understanding that there is no “one- size-fits-all” model, we develop alliances and build tailored programmes, using a variety of flexible models and approaches. We build alliances between governments, local and global businesses, and civil society to deliver sustainable improvements at scale. We are part of a global network of partners working together to create sustainable solutions to malnutrition. Through alliances, we provide technical, financial and policy support to key participants in the food system. We use specific learning, evidence of impact, and results of projects and programmes to shape and influence the actions of others. Headquartered in Geneva, Switzerland, GAIN has representative offices in Denmark, The Netherlands, the United Kingdom, and the United States. In addition, we have country offices in Bangladesh, Ethiopia, India, Indonesia, Kenya, Mozambique, Nigeria, Pakistan, and Tanzania. Programmes and projects are carried out in a variety of other countries, particularly in Africa and Asia.

2. Background

In a non-governmental organization (NGO) like GAIN, reliable and secure internet connectivity is crucial for the smooth execution of daily operations, communication, and program implementation. The need for an efficient Internet Service Provider (ISP) stem from the organization's reliance on digital platforms for coordinating activities, managing remote teams, ensuring timely communication with stakeholders, and accessing vital information resources. Additionally, as GAIN often operates in diverse and sometimes challenging environments, a dependable ISP ensures uninterrupted service delivery, enabling the organization to meet its mission and objectives effectively. Engaging a capable ISP is therefore essential to support the organization's technological infrastructure, enhance productivity, and maintain seamless connectivity across all GAIN operations.

3. Purpose

The purpose of this RFP is to identify and select an Internet Service Provider (ISP) that can provide high-speed, reliable internet services to The Global Alliance for Improved Nutrition (GAIN). The selected ISP will be responsible for ensuring optimal internet connectivity, with minimal downtime and prompt customer support.

4. Scope of Work

The scope of work for this proposal and the engagement of the successful service provider is as follows:

- Service Locations: Abuja
- Service Installation: Installation of all necessary equipment and infrastructure.
- Technical Support: working hours technical support with defined response times.
- Network Monitoring and Reporting: Availability of real-time monitoring (web-based

portal), reporting tools, and notifications informing on outages or performance issues.

- Internet Connectivity: minimum 35 Mbps download/upload speed
- Service Availability: Information on your service coverage in our area (37A Patrick O. Bokkor Crescent, Jabi) including details on downtime statistics and average latency. The monthly minimum service availability is expected to be 99.9%
- Master Service Agreement (MSA): Commitment to uptime guarantees, latency, packet loss, and jitter requirements.
- Scalability: Ability to upgrade bandwidth and services as needed.

5. Proposal Requirements

Proposals must include the following information:

Company Profile: Overview of the company, including years in business, experience in providing internet services, and references from similar organizations.

Regulatory Compliance: Complies with data protection laws and regulations.

Insurance and Liability – The internet service provider liability coverage in case of outages or data breaches.

Technical (Service) Proposal: Detailed description of the proposed solution, including equipment, Information on bandwidth options, upload/download speeds, and data caps (if any), redundancy, Description of the installation process, including timeframes and any other technical aspects.

Financial Proposal: Detailed cost breakdown, including installation fees, monthly fees, any additional charges, and payment terms.

Service Level Agreement (SLA): Proposed SLA terms, including uptime guarantees, response times, and compensation for service interruptions.

Implementation Plan: Timeline for service installation and any necessary infrastructure upgrades.

Support and Maintenance: Details about customer support, maintenance schedules, and contact points for issue resolution.

6. Evaluation Criteria:

Proposals will be evaluated based on the following criteria:

- Technical Capability: Ability to meet or exceed the technical requirements.
- Cost-Effectiveness: Competitive pricing and overall value for money.
- Experience and References: Proven track record of delivering similar services.
- Customer Support: Quality of customer support and responsiveness.
- SLA Terms: Favorable SLA terms that align with our needs.

7. Submission Guidelines

- **Proposal Submission Deadline**: November 29th, 2026.
- **Proposal Submission Method**: All applications should be sent to nquotation@gainhealth.org copying digelle@gainhealth.org

All proposals must be submitted by 23:55 PM on the due date. Late submissions will not be considered.

The following requirements must be met by the prospective service provider:

a. Provide a detailed company profile and evidence of business registration.
b. Respond to this RFP by providing information on:
   i. The Internet Service Provider firm must currently be registered under the Nigerian Communication Commission (NCC) and possess the technical capacity and the capability to express their interest (EOI)
   ii. A list of the organizational IT personnel and the proof of membership it belongs to.
   iii. Provide 2 reference letters from a Non-Governmental Organization (NGO) or corporate private firm.
   iv. Submission of audited financial statement with evidence of tax remittances
   v. Insurance certificates (Public Liability Insurance & Workers Compensation insurance)

8. Scoring

Elements of the proposal will be weighted equally based on:

- Clear articulation and understanding of the task.
- Competency and track record in offering similar services to other organizations.
- Technical competence and demonstrated ability of team.
- Cost effectiveness/competitive status.

9. Implementation Arrangements Input Provided by the Authority

The Global Alliance for Improved Nutrition (GAIN), Nigeria will work closely with the successful consultant/firm to achieve the objectives of this consultancy. The engagement will be managed by the Head of Operations, GAIN Nigeria. The successful bidder will work in close collaboration with the Operations Team. For further information, the Head of Operations can be contacted on email: digelle@gainhealth.org

STANDARDS, ACTS, REGULATIONS AND GUIDANCE

The works described in this Term of Reference (TOR) must comply with application of relevant standards, Acts, and communication equipment. The Internet Service Provider firm or individual is also expected to hold with high regard, integrity, objectivity, independence, professional competence, due care, confidentiality, professional behavior, and technical standards.

FEE PROPOSAL

a. The Internet Service Provider firm is required to submit its fee proposal for this proposed project.
b. Detail of pricing schedule is required for the duration of 2 (two) years.

EXTENT OF WORK AND LIMITATIONS

All work described in this Terms of Reference (TOR) requires the Internet Service Provider firm

to express its interest by submitting their proposal. Any proposal outside of the TOR will not be considered.

10. Timelines

S/N	Activities	Timelines
1.	Deadline to submit questions if any	November 22nd, 2026
2.	Deadline for Answers to questions	November 23rd 2026
3.	Deadline for Proposal Submission	November 29th 2026

Qualifications

The Service Provider shall be a demonstrably experienced internet service provider. Must also have verifiable evidence of previous work with international development agencies or corporate organizations in Nigeria focusing on broadband Internet service provisions across Nigeria like GAIN. In addition, the Service Provider should have a minimum of (10) years of working experience with professionally competent staff knowledgeable in the various phases of provision of internet services.

II. INSTRUCTIONS FOR RESPONDING

This section addresses the process for responding to this solicitation. Applicants are encouraged to review this prior to completing their responses.

11. CONTACT

Staff will be available to respond to clarifications on this solicitation. Please direct all inquiries and other communications to the GAIN email address: copying digelle@gainhealth.org queries sent by **November 22nd, 2026, at 5:00pm EST will be** responded to on **24th November 2026.** Responses will not be confidential except in cases where the applicant clearly indicates that proprietary information is involved.

12. SUBMISSION

The original proposals should be submitted in electronic copy on or before **29th November 2026** to email address; nquotation@gainhealth.org, Please indicate **PROPOSAL FOR INTERNET SERVICES PROVISION** as the subject matter for your submission.

13. COMPLETION

a. In case of errors in calculating overall costs, the unit costs will govern the process.
b. It is the applicant's responsibility to understand the requirements and instructions specified by GAIN. If clarification is necessary, applicants are advised to contact the persons responsible at GAIN under section II. point 1., prior to making their submission.
c. While GAIN has made considerable efforts to ensure an accurate representation in this Request for Proposal (RFP), the information contained in this RFP is supplied solely as a guideline. The information is not guaranteed to be accurate by GAIN. Nothing in this RFP is intended to relieve applicants from forming their own opinions and conclusions with respect to the matters addressed in this RFP.
d. By responding to this RFP, the applicant confirms its understanding that failing to comply with any of the RFP conditions may result in the disqualification of their submission.

14. RIGHTS OF REJECTION

GAIN reserves the right to reject any or all submissions or to cancel or withdraw this RFP for any reason and at its sole discretion without incurring any cost or liability for costs or damages incurred by any applicant, including, without limitation, any expenses incurred in the preparation of the submission. The applicant acknowledges and agrees that GAIN will not indemnify the applicant for any costs, expenses, payments or damages directly or indirectly linked to the preparation of the submission.

15. REFERENCES

GAIN reserves the right, before awarding the Proposal, to require the applicant to submit such evidence of qualifications as it may deem necessary, and will consider evidence concerning the financial, technical and other qualifications and abilities of the applicant.

16. RELEASE OF INFORMATION

After awarding the Proposal and upon written request to GAIN, only the following information will be released:

a. Name of the successful applicant.
b. The applicant's own individual ranking.

TERMS AND CONDITIONS OF THIS SOLICITATION

a. NOTICE OF NON-BINDING SOLICITATION

GAIN reserves the right to reject any and all bids received in response to this solicitation and is in no way bound to accept any proposal. GAIN additionally reserves the right to negotiate the substance of the successful applicants' proposals, as well as the option of accepting partial components of a proposal if deemed appropriate.

b. CONFIDENTIALITY

All information provided as part of this solicitation is considered confidential. In the event that any information is inappropriately released, GAIN will seek appropriate remedies as allowed. Proposals, discussions, and all information received in response to this solicitation will be held as strictly confidential.

c. RIGHT TO FINAL NEGOTIATIONS ON THE PROPOSAL

GAIN reserves the right to negotiate on the final costs, and the final scope of work of the proposal. GAIN reserves the right to limit or include third parties at GAIN's sole and full discretion in such negotiations.

d. EVALUATION CRITERIA

Proposals will be reviewed by the Selection Team. The following indicate a list of the significant criteria against which proposals will be assessed. This list is not exhaustive or 100% inclusive and is provided to enhance the applicants' ability to respond with

substance.

Applicants are required to submit the following information, conforming to the guidelines given in this section:

- Understanding of the scope of work:
- Proposal shall demonstrate a clear understanding of the project objective and deliverables as outlined in Section I.
- Demonstrate a clear understanding of the technical requirements of this RFP:
- Providing detailed technical documentation of the proposed strategy.
- Relevant certification by recognized institutions.

The creative and methodological approaches required to implement each of the parts of the scope of work.

Comprehensiveness of work plan and reasonableness of proposed time frame:

- The proposal should include a feasible work plan to ensure successful completion of deliverables.

- The work plan details how activities will be coordinated.

Detailed budget and cost-effectiveness of proposed approach:

- Evidence of cost-effective approaches to undertaking the scope of work within the proposed budget.
- Proposal shall identify possible challenges and include creative approaches to addressing them.

Management and personnel plan:

- The team members working on this project shall have the relevant qualifications and overall experience required to successfully implement the project.
- Roles and responsibilities of each team member shall be clearly defined.
- GAIN shall have one main contact person clearly identified in the proposal.
- A duly completed offer of services. GAIN reserves the right to contact the individuals and contractors(s) to verify the information provided as part of the Proposal.

e. LIMITATIONS WITH REGARD TO THIRD PARTIES

GAIN does not represent, warrant, or act as agent for any third party as a result of this solicitation. This solicitation does not authorize any third party to bind or commit GAIN inany way without GAIN's express written consent.

f. COMMUNICATION

All communication regarding this solicitation shall be directed to appropriate parties at GAIN. Contacting third parties involved in the RFP, the review panel, or any other party may be considered a conflict of interest and could result in disqualification of the proposal.

g. FINAL ACCEPTANCE

Award of a Proposal does not imply acceptance of its terms and conditions. GAIN reserves the right to negotiate on the final terms and conditions including the costs and the scope of

work when negotiating the final contract to be agreed between GAIN and the applicant.

h. VALIDITY PERIOD

The offer of services will remain valid for a period of 60 days after the Proposal closing date.In the event of award, the successful applicant will be expected to enter into a contract subject to GAIN's terms and conditions.

i. INTELLECTUAL PROPERTY

Subject to the terms of the contract to be concluded between GAIN and the applicant, the ownership of the intellectual property related to the scope of work of the contract, including technical information, know-how, processes, copyrights, models, drawings, source code and specifications developed by the applicant in performance of the contract shall vest entirely with GAIN.

j. SCOPE OF CHANGE

Once the contract is signed, no increase in the liability of GAIN or in the fees to be paid byGAIN for the services resulting from any change, modification or interpretation of the documents will be authorized or paid to the applicant unless such change, modification or interpretation has received the express prior written approval of GAIN.

k. Collusive Behaviour

Any Bidder who:

- fixes or adjusts the amount of their Response by or in accordance with any agreement or arrangement with any other party; or
- communicates to any party other than GAIN the amount or approximate amount of its Responses or information which would enable the amount or approximate amount to be calculated (except where such disclosure is made in confidence to obtain quotations necessary for the preparation of the Response or insurance or any necessary security); or
- enters into any agreement or arrangement with any other party that such other party shall refrain from submitting a Response; or
- enters into any agreement or arrangement with any other party as to the amount of any Response submitted; or
- offers or agrees to pay or give or does pay or give any sum or sums of money, inducement, or valuable consideration directly or indirectly to any party for doing or having done or causing or having caused to be done in relation to any Response, any act or omission.

shall (without prejudice to any other civil remedies available to GAIN and without prejudice to any criminal liability which such conduct by a Bidder may attract) be disqualified.

Offer of services

I/we agree to supply the required services described within this Request for Proposal, for the sum of:

Sum in figures: ……..……

Sum in words.....……..……

I/we the undersigned confirm that I/we are able to furnish all expertise, supervision, materials, and any other things necessary to complete, to the entire satisfaction of the Executive Director or authorised representative, the required services described within this Request for Proposal, according to GAIN's terms and conditions.

I/we agree that any obvious errors in pricing or errors in arithmetic that may be discovered by GAIN in examination of the priced Specification submitted by me/us shall not affect the amount of this offer unless GAIN shall otherwise decide.

I/we understand that the lowest or any tender will not necessarily be accepted.

I/we agree that the Offer of Services will remain valid for a period of sixty (60) calendar days after the date of its receipt by GAIN.

I/we confirm that I/we have read the GAIN Code of Conduct and understand my/our duties under the Code.

I/We confirm that I/we have no actual, potential or perceived conflicts of interest which apply to this procurement OR that I have notified GAIN in writing of any actual, potential or perceived conflicts of interest which apply to this procurement.

I/We confirm that we will use the following organisational and payment details, if our Bid is successful:

Company name (including any trading names)	
Registered Company address, including postal code and country	
Company Registration Number	
Tax Identification Number (TIN) - if not applicable, please put N/A	
Business Identification Number (TIN) - if not applicable, please put N/A	

Company contact phone number	
Company contact email address	
Bank where account is held (name of the bank)	
Name on the payment bank account (individual/company name)	
Bank Account Number	
Swift/BIC Number - if not applicable, please put N/A	
IBAN Number - if not applicable, please put N/A	
If you are an independent contractor based in the United States of America, or eligible to pay tax in the United States of America, please include a copy of your W-9 form.[1]	

Signed by:	
Print Name:	
Job Title:	
For and on behalf of (Company name):	
Date:	