

TERMS OF REFERENCE

Internet Service Providers

FSM-2025-02-06

Solidarity Fund PL in Georgia is looking for Internet Service Providers (ISPs) that are relevantly authorized and/or licensed to provide quality Internet in the following regions of Georgia: Guria, Imereti, Racha-Lechkhumi Kvemo Svaneti.

Service requested: provide quality Internet and installation services in order to set up affordable public Wi-Fi zones in part of the 224 villages (to see the list, click [here](#)) of the following regions of Georgia: Guria, Imereti, Racha-Lechkhumi Kvemo Svaneti based on orders/requests from the Contracting Authority, subject to terms and conditions of the contract that will be signed with the most advantageous tenderer.

To see the full list of villages and corresponding details on Wi-Fi zones, click [here](#). The applicant may choose 1 or more regions for the provision of the requested service. Only in case of Imereti, the applicant is allowed to select certain municipalities without providing the requested service in the whole region.

Disclaimer: The list and the exact number of villages and locations of Wi-Fi hotspots will be additionally specified throughout the duration of the Service Contract signed with the most advantageous tenderer(s). The Contracting Authority intends to select app. 185 villages.

INTERNET ACCESS FLAGSHIP: Rural Empowerment through Digital Inclusion (REDI) is an EU funded project that Solidarity Fund PL in Georgia (SFPL in GEO) began implementing on December 1st, 2023, together with our partner - the e-Governance Academy from Estonia (eGA). REDI aims to bridge the digital gap between rural and urban areas in Georgia through improved connectivity infrastructure and enhanced digital literacy. The initiative targets specific regions - Guria, Racha-Lechkhumi Kvemo Svaneti, Imereti, (and possibly Kakheti - not subject to this TOR), deploying Internet access points in public spaces and creating Digital Rural Hubs for skills development.

When it comes to the **development of the connectivity infrastructure**, first of the two main directions of the project, it will be implemented as a follow-up of the Open Net Programme's project "Log-in Georgia" and will focus on providing access to the Internet and technology to inhabitants of rural areas from ~250 selected villages from target regions. The second direction of the action centres around **promoting digital literacy** in the inhabitants of the rural areas of the selected target regions.

1. Place(s) of Assignment

Guria, Imereti, Racha-Lechkhumi Kvemo Svaneti

2. Duration of the assignment:

Upon request during the year of 2025, subject to terms and conditions of the agreement to be signed between parties.

3. Minimum requirements of the services to be provided:

Offers that do not meet minimum requirements will be excluded on a formal basis.

3.1 Internet connectivity service shall be provided according to following specifications:

- Global and local connectivity to the internet: 5 Mbps, 10 Mbps and 20Mbps¹
- Symmetric channel: upload = download
- Service availability: Service should be up and running 99.5% of time
- Maximum Latency: less than 100 ms
- Jitter: less than 40ms
- Packet loss: less than 2%
- Real IP address: 1
- Internet channel should be capable of passing through traffic to the WiFi equipment for inband remote management
- Internet channel should be capable of upgrading to any bandwidth up to 100Mbps (global)

3.2 Flexibility to work with the equipment and materials provided by the Solidarity Fund PL in Georgia (you can see the Equipment Specifications [here](#)). The supplied equipment and materials (i.e. cables, rack cabinets, etc.) will remain the property of the Contracting Authority.

3.3 Ability to provide requested services using Open Net optical network infrastructure wherever available or ability to propose alternative connection technologies where Open Net infrastructure is not available, or due to increased amount of suggested installation costs, using Open Net technology is not feasible for the contracting authority in the given village.

3.4 Installation cost must include all materials (except those supplied by the Contracting Authority), works (including prep works and post-installation monitoring), permits (all relevant permits should be obtained by the tenderer), power connection, etc. as well as all costs connected with using Open Net/Energo-Pro and other infrastructures.

3.5 Rack cabinet installation should be performed in the building or outdoors when REDI Wi-Fi connection site is not in the building.

3.6 The applicant must be authorized by the Georgian National Communications Commission.

4. Assessment Criteria for the selection of the most advantageous tender (max. 120 points)

4.1 Years of authorization by the Georgian National Communications Commission (max. 10 points)

- Authorized for more than 3 years – 10 points
- Authorized from 1 to 3 years – 5 points

¹ The packages are subject to initial purchase, provided Contracting Authority will have the opportunity to amend them based on its needs.

- Authorized for less than 1 year – 2 points

4.2 Designated support group/person (max. 10 points)

- Ability to provide a designated technical support group/person – 10 points

4.3 Technical support package (max. 20 points)

Please describe in details proposed technical support package, covering the information on the timing of a response to technical issues, timing of mitigation of the problem as well as other services covered by suggested technical support. The best technical support package will be assessed based on the minimum time offered for either reaction and/or repair of the problem as well as based on the variety of services included in the support package and accurate (detailed) description of suggested services.

4.4 Cost of Service (max. 20 points)

Applicant must submit a breakdown of the following costs:

- Installation costs (must include all materials (except those supplied by the Contracting Authority), works, permits (all relevant permits should be obtained by the tenderer), power connection, etc. as well as costs connected with using Opent Net, Energo-Pro and other infrastructures per village;
- Subscription costs (including maintenance) per 5, 10 and 20 Mbps;
- Tech support costs.

To download the format in which the breakdown of costs should be presented click [here](#).

Assessment under the criterion „cost” will be based on the following formula:

$$P = (P_{min}/P_{of} \times 20 \text{ points})/3 \text{ (number of packages)}$$

where:

P_{min} - the lowest proposed price

P_{of} – price presented in the examined offer

P – the number of points awarded to the examined offer under the price criterion, rounded to the full number.

All prices must be submitted in GEL, in GROSS, excluding VAT.

4.5 Competency task (max. 40 points)

Please provide the detailed description of works for connection of affordable Wi-Fi zones within 2 villages you have selected (to see the full list of villages and corresponding details on Wi-Fi zones, click [here](#)).

The completed task should include information on Internet connections of the relevant ISP, including the main and backup channels, tasks, timeline, resources involved, both human and material, required inputs (Energo-Pro, Open Net, any other), costs as required in minimum requirements, detailed specification of Wi-Fi network monitoring and remote management system, equipment security plan, any other relevant issues. Narrative, drawing and/or any other relevant form of description can be used, signed and added as an attachment to the application form.

The task will be assessed by the Procurement Committee, composed of, among other, technical expert(s).

4.6 Interview (max. 20 points) – verification of the information provided in the application form.

**Only shortlisted bidders will be invited to the interview process.*

5. Settlements between the Contracting Authority and the Contractor will be conducted in GEL.

6. The application must contain:

- Fiscal Statement, signed and scanned in PDF format. Click [here](#) to download the template.
- Application Form, signed and scanned in PDF format. Click [here](#) to download the template.
- Price proposal for the selected villages. Click [here](#) to download the template.

7. SUBMISSION

Application must be submitted no later than April 30, 2025 23:59 Tbilisi time to the email address: redi@solidarityfund.pl

Questions regarding the call for proposals, can be directed to redi@solidarityfund.pl before expiration of the deadline.

8. Q&A session

Information on the online Q&A session will be published on Solidarity Fund PL in Georgia's [Facebook](#) page.

The results of the Q&A session will also be subsequently published.

9. The contracting authority will reject any tenders/questions submitted after the deadline for submission of tenders.

10. Information on the outcome of the procedure will be sent to the e-mail address indicated by the applicant and will be published on <https://participatoryhub.ge/>

Please be advised that by submitting an application you agree to share the content of the application with other applicants who could submit an appropriate request to the SFPL (except for personal data, which will be anonymized).

11. A contract will be signed with the selected contractor/contractors.

12. The Contractor(s) whose tender was selected as the most advantageous shall be informed by the Contracting Authority about the place and date of signing the contract.

13. Prior to concluding the contract, the Contractor shall provide all information necessary to complete the content of the contract at the request of the Contracting Authority.

14. If the Economic Operator(s) whose tender(s) was selected as the most advantageous evades the conclusion of the contract, the Contracting Authority may re-examine and evaluate the tenders from among the tenders of the remaining Economic Operators in the procedure or cancel the procedure.

15. Persons representing the Economic Operator at the time of signing the contract should present documents confirming their authorisation to represent the Economic Operator, if such authorisation does not result from the documents attached to the tender.

16. Prior to concluding the contract, the Contractor shall provide all information necessary to complete the content of the contract at the request of the Contracting Authority.

In the course of examination and evaluation of tenders, the Contracting Authority may demand explanations from Economic Operators regarding the contents of submitted tenders.

The Contracting Authority shall correct in the tender:

- A) obvious typing errors,
- B) obvious calculation errors, taking into account the calculation consequences of the corrections made,
- C) other errors consisting in the inconsistency of the offer with the ToR, not causing significant changes in the offer content, immediately notifying thereof the Economic Operator whose bid has been corrected.

17. To download the Model Agreement, click [here](#).

18. Solidarity Fund PL, provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, colour, religion, sex, national origin, age, disability, political affiliation, marital status, protected genetic information, or sexual orientation.

19. Please be advised that the administrator of personal data contained in the submitted applications is the Solidarity Fund PL with headquarters in Warsaw, ul. Mysłowicka 4, 01-612 Warsaw. The data will be processed on the basis of art. 6 clause 1 point. c of the Polish law on personal data protection for the purpose related to public procurement procedure. You have the right to access the personal data provided, the right to rectify personal data and the right to request the administrator to limit the processing of personal data, subject to the cases referred to in art. 18 clause 2 of the law. You have the right to lodge a complaint with the President of the Office for Personal Data Protection. The data controller is Solidarity Fund PL in Georgia, 20 Chavchavadze Avenue, Apartment #3, floor 2, 0179 Tbilisi, Georgia. To exercise your rights, please contact the SFPL in Georgia directly at georgiarep@solidarityfund.pl – we are committed to protecting your rights to the best of our ability.