THE JOHANNITER
International Assistance

Annex 1 – Specifications

Johanniter is requesting details of the following services;

1. Price for monthly subscription and commissioning of Juba office internet services
2. Price for monthly subscription, installation and commissioning of Wau office internet service
3. Customer service questionnaire

The deadline for submission of quotes shall be **31st October 2017, 12:00 PM**

Below is the description for Juba and Wau office internet equipment and suppliers are free to check the equipment in Juba office, Johanniter South Sudan during working hours

1 Juba. Johanniter office

Location	Details	Price (monthly/quarterly)	Comments
Juba Office	T12 V Africa KU Band: 2045 kbps downstream and 1024kbps upstream with contention ratio 1:10. Antenna size 1.2m		

2. Wau. Johanniter office

Location	Details	Price (monthly/quarterly)	Comments
Wau Office	1536 kbps download /768 kbps upload 1:10 on ku band satellite		

Bidders are allowed to provide their own template for the above costing and any additional extra that are not specified above

3. Customer Service Questionnaire

3.1 Do you have a specific team or point of contact that manages INGO accounts? (Please provide detail)

3.2 Please indicate approximate response time for customer service queries and troubleshooting

Please indicate response time

0-2 hours

2-4 hours

4-8 hours

24 hours