

## TERMS OF REFERENCE

### Internet Service Provision at Norwegian Church Aid and other supported Agencies

1. **Objectives:** These Terms of Reference (ToRs) aim to provide a framework for full TCP/IP Internet Service Provision for the Norwegian Church Aid Country Office and to some selected residences within South Sudan.  
The internet service charge should be based on a fixed monthly fee.
2. **Capacity requirement:** symmetric 21 Mbps bandwidth for the Main office in Juba and 10 Mbps as backup. Connection should be cable type, preferably fiber-optic; wireless solutions may be considered. The service is expected to be highly stable and reliable.
3. The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities.
4. **Background:** Norwegian Church Aid Juba office is located in Buluk near UNDP off Kokora road. Field offices are in Torit, Kuajok, Wau, Malakal, Kapoeta and these are connected through an inter-office LAN and Data Connectivity System on fiber and V-SAT.
5. **Technical Requirements**
  - **Speed requirement:** Symmetric 21 Mbps bandwidth on fiber in Juba office and Group Bandwidth of 25 Mbps download and 20 Mbps upload on V-SAT link in all the field offices.
  - In case of shared channel, the minimal guaranteed bandwidth should be clearly stated in the proposal
  - Connection should be of cable type, preferably fiber-optic; wireless solutions may be considered.
  - No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection
  - Subnet of at least 14 static publicly routable IP addresses is required
  - Service reliability must be ensured. Overall uptime should not be less than 99%.
  - **Data confidentiality guarantee:** Provider may not scan traffic (if this should be required for trouble-shooting problems in the network, prior Norwegian Church Aid approval must be obtained)
  - All necessary hardware, cabling and software (if required for Internet service provision) should be provided and set up by the provider

- Latency from the Norwegian Church Aid South Sudan and Norwegian Church Aid Oslo area, Norway, shall be no more than 275 ms
- Service provider should provide a backup of 10 Mbps on V-SAT link
- Worldwide accessibility
- Support Managed VPN Services
- Policy on over-subscription (sharing ratio 1:1 to guarantee bandwidth)
- ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the Norwegian Church Aid Offices
- Free and unlimited technical support 24/7
- Traffic management, network monitoring and access to raw log files
- Excellent Quality of Service, including Customer service
- Fiber optic connectivity from the ISP to the Internet backbone

**6. Additional Notes**

- The successful service provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities. Under normal circumstances, all problems should be resolved within maximum 24 hours after the notification from Norwegian Church Aid is received
- The service provider is also responsible for contacting designated Norwegian Church Aid network specialist(s) for both scheduled and un-scheduled downtime
- Interested service providers are required to describe what alternate routing or fallback arrangements for continuity of service they have in place (if any), should their primary link(s) to the Internet backbone become non-operational
- The service provider should indicate what contracting arrangement(s) they have with the primary Internet provider(s) they work with
- The selected service provider must provide weekly reports on network performance, utilization and usage analysis
- Norwegian Church Aid will require to visit the selected service provider 's Network Operations Centre prior to signing of a contract
- The successful service provider must have a physical presence, including availability of technical support, in South Sudan

**7. Implementation Timeline:** All installation works should be accomplished and connection launched within 15 days after the signing of the Contract.

**8. Contractual and payment stipulations:**

- Internet service invoice should be based on fixed quarterly fee payment plan with no additional cost
- **Contract duration:** One (1) year with possibility of renewal based on performance.
- **Contract termination:** Thirty (30) days' written notice from any of the contracting parties, without penalties on either of them

**9. 8. Qualification Requirements:**

- a. 5 years relevant experience in provision of internet services in nature, scale and complexity commensurate with the present terms of reference, with already provided services possessing features required by these terms of reference

The company must have at least three similar contracts (similar by scope, nature and amount), preferably with international Non-Governmental Organizations (INGOs)

Evidence of these contracts and references from current clients are required

- b. Qualified and experienced experts in system administration, working under the general supervision and guidance of the department and/or company manager and under the overall oversight of the focal ICT person in Norwegian Church Aid

The proposed team should have solid experience in the provision of internet services in nature, scale and complexity commensurate with this requirement

- c. 24 hours a day, seven days a week and coverage for technical assistance and/or helpdesk services
- d. Any problem should be resolved within a maximum of 2 hours after the notification
- e. The bidder must have a Network Monitoring System (NMS) supported by qualified and experienced Engineers/Technical support team