



**SUBJECT: REQUEST FOR PROPOSAL FOR PROVISION OF INTERNET SERVICES TO ZOA-DORCAS SOUTH SUDAN**

**Physical Address: ZOA Dorcas, Country Office, Hamza Inn compound, Juba, South Sudan.**

**The quotation and documents must be email to: [procurement.southsudan@zoadorcas.ngo](mailto:procurement.southsudan@zoadorcas.ngo)**

**Deadline: August 19th, 2024. Time: 4:00 PM.**

**TERMS OF REFERENCE (TOR)**

**Introduction**

ZOA-Dorcas South Sudan is an international NGO that was established in March 2022 because of the merger between ZOA and Dorcas in South Sudan. Both organizations were individually present in South Sudan for years (ZOA since 1998 and Dorcas since 2008) and the partnership is expected to further increase impact.

In pursuant of good services, ZOA-Dorcas is sourcing for a reliable internet service provider (INTERNET SERVICE PROVIDER) to provide internet services to head Office in Juba and its field offices in Bor, Jonglei State, Wau Western Bahr el Ghazel and Aweil in North Bahr el Ghazel, and Akon in Warrap State.

**Purpose and Objective of Assignment:**

The overall objective of this call for proposal is for ZOA-Dorcas to continue to strive for better and cost-effective Internet service provision to its locations in Juba, Bor, Wau, Akon North and Aweil.

**Technical Requirements:**

1. The INTERNET SERVICE PROVIDER shall provide ZOA-Dorcas field offices with.
  - a. Assess the currently available equipment (see Annex 2 for details) in the field locations and where necessary Supply of VSAT equipment (Modems, BUC and LNBS) for comparability, and installation of VSAT/ Fiber / Mobile internet service connection and Microwave with the given bandwidth allocations in appendix I and 95% uptime availability measured monthly and yearly
  - b. Internet connection at a traffic-independent flat fee, unlimited usage time, without any further restriction on (i.e. proxy, firewall, filtering servers) and the internet bandwidth must be a dedicated line, not shared with other customers.
2. The INTERNET SERVICE PROVIDER shall ensure latency does not exceed 900 ms when connecting to the Quad9 server.
3. The successful INTERNET SERVICE PROVIDER must have a 24x7x7 technical assistant and should inform (by email, phone call or SMS) ZOA-Dorcas IT Support or designated IT focal point about any issues related to any of the links.

4. the INTERNET SERVICE PROVIDER shall inform ZOA-Dorcas at least 5 days ahead before any monthly scheduled maintenance or 12 hours ahead before unscheduled emergency maintenance on the side of the Provider.
5. The INTERNET SERVICE PROVIDER shall complete the supply, delivery, installation, and commissioning of all links within 30 days after signing contract. The costs for this initial stage shall be borne by the Internet Service Provider.
6. Internet service shall be based on a fixed monthly rate with no additional cost.
7. The INTERNET SERVICE PROVIDER will time to time assess and provide technological upgradation to the current services without additional fees or cost as long as the prevailing market rates of internet services fall within the contracted values.

#### Implementation Timeline

All installation works should be completed, and the connection launched within 30 days after the signing of the contract. There will be one week free of testing the service prior to the actual start date of the contract.

#### Duration Of Assignment:

One (1) year renewable subject to performance of the internet and response time of the service providers to emergencies and breakdowns.

#### Supervision and Performance Evaluation:

The services will be supervised by ZOA-Dorcas IT Support officer with support from HQ IT department

#### What is Expected of the Customer (ZOA-Dorcas)?

ZOA-Dorcas (herein referred to as the customer) shall provide the following.

1. ensure that the INTERNET SERVICE PROVIDER shall have full and free access to the installation premises.
2. Facilitate the transportation of the ISP's technician and his/her working tools to and from any of the field sites for any repairs or fixes after the initial installation. The origin location shall be Juba.
3. Payment for the services successfully undertaken by the INTERNET SERVICE PROVIDER after being verified by the IT Support Officer and approved by the Manager of Operation.

#### Legal Requirements and Experience:

1. 4 or more years of working experience with local or INGOs in South Sudan. Reference of past works will be essential.
2. Have a valid license (Business registration and TAX Clearance) and all other documentations to indicate its full compliance and operations in South Sudan regulatory body of the National Communications Authority -NCA
3. Detailed Implementation methodology defining delivery of the project within agreed scope, time, quality, and budget.
4. Demonstration of technical capacity evidence by CVs of engineers deployed to implement the solution.

5. Prices quoted must be inclusive of all applicable statutory taxes which must be specific in the price schedule. The currency for quotation must be in United States Dollars.

**Appendix I – Bandwidth Allocation and Monthly recurring Costs (MRC)**

S/N	Office (Site) name	Technology	Bandwidth (Kbps) uplink/downlink	MIR (Mbps)
1	Wau	Microwave Access	4096/6144 Kbps	4/6
2	Akon North	Microwave Access	512/1024 Kbps	0.5/1
3	Bor	Microwave Access	1024/2860 Kbps	1/2.8
4	Juba	Fiber	5120/8192	5/8
		Starlink	5120/8192	5/8
6	Aweil	Microwave Access	2048/3584	2/3.5

**Appendix II – Existing Equipment and Non-Recurring Costs**

ZOA-Dorcas has existing Internet Equipment as shown in the table below.

Existing equipment						Non-Recurring Costs		
S/N	Office name	Technology	Modem	LNB	BUC	Modem	LNB	BUC
1	Wau	V-SAT (C-Band)	iDirect iQ Series		10 W			
2	Akon North	V-SAT (Ku-Band)	iDirect iQ Series		3 W			
3	Bor	V-SAT (Ku-Band)	iDirect iQ Series		3 W			
4	Juba	Fiber	HUAWEI					

**Prepared by:**



**Peku Martin Alex**

**Position: Manager of Operations**

**Approved by:**



**Jitendra Panda**

**Country Director**