

**Christian Aid South Sudan  
Request for Bids for Internet Service Provider  
Juba, South Sudan**

**Terms of Reference (ToR)**

**Background**

Christian Aid works in South Sudan to bring lasting change to the lives of the poorest conflict affected communities. Christian Aid considers poverty as an outrage against humanity. It robs people of dignity, freedom and hope, of power over their own lives. Christian Aid has a vision – an end to poverty – and we believe that vision can become a reality. We work wherever there is great need, helping people to find their own solutions to the problems they face, irrespective of their religion, caste or creed.

We have one office location, Juba.

**Objectives**

Supply and installation of dedicated internet Connection service in our office via Fiber Optic Cable. The Christian Aid South Sudan office requires the services from an Internet Service Provider (ISP) for its various internet services related requirements.

**Service required** : Internet Service Provider

**Duration of Contract** : 6 months (renewable)

**Start Date** : 1<sup>st</sup> February 2021

**Technical contact** : International ICT Business Partner

<b>Location of Service</b>	<b>Media</b>	<b>Bandwidth</b>	<b>Building</b>	<b>Geo-location</b>
Juba	Fiber (with redundancy)	6Mbps	Norwegian Church Aid Compound, Buluk, Juba	<a href="https://goo.gl/maps/GdW17pF2bskqSvpc8">https://goo.gl/maps/GdW17pF2bskqSvpc8</a>
Home connection Mia Saba Residential Area	Fiber*	3Mbps		

**NB: \* You can also quote for available home connection options**

## Technical requirements:

01. The ISP shall provide Christian Aid Country Office with:
  - a. Supply and installation of dedicated internet service connection with speed at full Duplex each via fiber optic Cable 6 months (renewable) leased with unlimited internet usage to the Country office with at least 99.9% uptime availability.
  - b. ISP shall provide 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 dedicated line, not shared with other customers;
  - c. ISP should provide Public/Static IP address required by Christian Aid South Sudan for its firewall and other devices.
  - d. Install last mile cabling outside and within the Christian Aid Country Office premises necessary for establishing connectivity between internet service provider's Network and office LAN at no extra cost.
02. Prospective ISP must include their proposed Service Level Agreement (SLA) terms, with clear escalation procedures and conditions that would be applicable to this engagement.
03. The ISP shall provide and guarantee redundant routes for fiber with appropriate internet speed corresponding to the main link i.e. multi peering routes or any alternative routes that will provide access to the internet in case of problems with internet Services Provider's primary connections to ensure 99.9% uptime service availability to minimize or eliminate downtime.
04. The availability of the Internet service shall be a minimum of 99.9% as measured over the period of calendar month (<45 minutes' downtime)
05. Latency from the Christian Aid South Sudan to London shall not be more than 60ms
06. The ISP must alternate international fiber routes from more than one international internet providers and should be able to route to the best path performance in case of one international internet provider has service interruption or poor performance.
07. ISP shall provide 24x7x365 monitoring facility available online that would show historical and real-time performance of the internet service i.e. internet traffic graphic tool.
08. The ISP should be in the position to provide higher bandwidth for limited period/longer period if required by Christian Aid South Sudan in short notice. For longer period, our office will amend the contract and reflect the new bandwidth.
09. The ISP will be responsible for all equipment/media used for the service and ensure proper maintenance and routine check-up is done as necessary.
10. The successful ISP must have 24x7x365 technical assistant or helpdesk and a support email to route all support calls.
11. The ISP shall send a qualified technical representative within 2 hours of trouble/incident to resolve any problem at no additional cost to Christian Aid South Sudan office, if the problem cannot be resolved through telephone support or assistance.
12. The ISP should assign a technical focal person who will handle all communication within Christian Aid South Sudan related to service.
13. The ISP shall inform the Christian Aid South Sudan office at least ten (10) days ahead prior to any monthly scheduled maintenance or twenty-four (24) hours ahead prior to unscheduled emergency maintenance of the side of the Provider.
14. The ISP shall state clearly about compensation/penalty in case of failure of services.
15. The ISP shall complete the supply, delivery, installation and commissioning of all items within Five (10) calendar business days from receipt of notice of award.
16. The ISP shall clearly define the escalation support procedures.

## **Duration of Contract**

Six months renewable, subject to the quality to the quality of the service.

**Internet service should be based on fixed quarterly fee payment plan with no additional cost.**

### **Requirement:**

- 5 years relevant experience in provision of 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 / intergovernmental organizations. Evidences of these contracts are required; references from other clients are highly welcome.
- The bidder must have a Network Monitoring System (NMS) supported by a qualified and experienced engineers/technical support team.
- Legally registered in South Sudan (Provide certificates).
- Demonstrate tax compliance (tax clearance).
- Evidence of an operational Office in Juba.
- Recommendations from current clients.

### **Submission**

You should submit a detailed proposal to [JubaProcurement@christian-aid.org](mailto:JubaProcurement@christian-aid.org) by 20<sup>th</sup> November 2020