



Terms of Reference (TOR)

Request for Proposal for the Provision of Internet Services to World Vision South Sudan Field Sites

Background

World Vision is a Christian Relief, Development & Advocacy Organization dedicated to working with Children, Families and Communities to overcome poverty and injustice. World Vision serves all people, regardless of religion, race, ethnicity or gender. All employment in World Vision is condition upon successful completion of all applicable background checks, including criminal record checks where possible

World Vision International - South Sudan



Introduction

World Vision is a Christian relief, development, and advocacy organization dedicated to working with children, families, and communities to overcome poverty and injustice. World Vision has been working in South Sudan since 1989 and has served over 1.3 million people, more than 600,000 of them children, through our humanitarian work. Our operations cover four major zones: Juba, Upper Nile, Warrap, and Western Equatoria.

In pursuant of this, World Vision South Sudan (WVSS) is sourcing for a reliable internet service provider (ISP) to provide internet services to its 28 field offices in Upper Nile, Warrap and Western Equatoria Zones

Purpose and Objectives of Assignment:

The overall objective of this task is for the successful ISP to provide WVSS with internet services for its Field Offices in all the zones.

Technical Requirements:

1. The ISP shall provide WV South Sudan's National field offices with:
 - a) Supply of VSAT equipment (Modems, BUC and LNBS) where necessary and installation of VSAT internet service connection 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 share with other customers;
2. The ISP shall ensure the latency does not exceed 900ms when connecting to the Quad9 server.

Additional Notes:

3. The successful ISP must have a 24x7x365 technical assistant or helpdesk; and should inform (by email, phone call, or SMS) WV South Sudan ICT Manager or designated IT focal person about any issues related to the link.



4. The ISP must provide software/tools to World Vision South Sudan IT Department for checking and monitoring link performance at any moment. The ISP should also monitor the link health and inform the office if any disruption occurred.
5. Potential ISP must include their proposed Service Level Agreement (SLA) terms and conditions that would apply to this engagement.
6. The ISP should be in the position to provide higher bandwidth for a limited period/longer period if required by World Vision South Sudan on short notice. An addendum will be made to the contract and to reflect the new bandwidth if requested for a longer period.
7. The ISP shall inform the WV South Sudan ICT Manager at least ten (10) days ahead before any monthly scheduled maintenance or twenty-four (24) hours ahead before unscheduled emergency maintenance of the side of the Provider.
8. The ISP shall state clearly about compensation/penalty in case of failure of services.
9. The ISP shall complete the supply, delivery, installation, and commissioning of all links within 30 days after signing the contract.
10. Internet service should be based on a fixed quarterly fee payment plan with no additional cost.

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 of testing the service.

Duration of Assignment:

One (1) year renewable subject to the quality of the submitted financial and technical proposal including the estimated budget and the quality of service provided.

Supervision and performance evaluation:

The services will be supervised primarily by the WV South Sudan ICT Manager with support from Zonal ICT Officers.



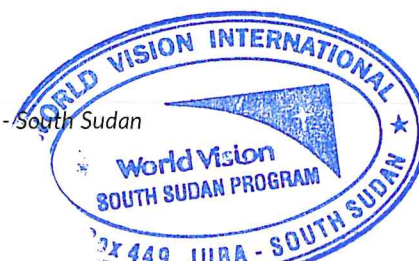
What is expected of the Customer (World Vision - South Sudan)?

World Vision South Sudan (herein referred to as the Customer) shall provide the following;

1. Ensure that the vendor shall have full and free access to the installation premises.
2. Transport for the Company's Technician and his/her working tools to/from any field site. Origin location shall be Juba, unless otherwise stated
3. Accommodation in the World Vision Field Site/ hotel and meals for the company's technician
4. Payment for the services successfully undertaken by the Technician. Payment shall be done after completion of the job and after being verified & certified by the Zonal ICT Officer and the Zonal Program Manager or the County Team Leader

Qualification Requirements, Terms, and Conditions:

1. 4-5 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 documentation to indicate its full compliance and operations in the South Sudan regulatory body of the National Communications Authority (NCA).
3. Detailed project implementation methodology defining the sourcing, delivery, implementation of the project within the agreed scope, time, quality, and budget.
4. Definition of the payment terms. World Vision will prefer payment for goods and services upon delivery to satisfaction.
5. Commitment to maintain the cost of the service and the SLA for the period of the contract.
6. Demonstration of technical capacity evidence by CVs of engineers deployed to implement the solution at World Vision premises defined in the site schedule.
7. Proposed lead-time to deliver the solution to customer satisfaction.
8. Financial capacity to source and deliver the solution.
9. Proposed warranty, support, and maintenance of the solution post-implementation including how equipment licensing is managed year on year.
10. The vendor shall provide the financial proposal in US Dollars.
11. Prices quoted must be inclusive of all applicable taxes (including VAT) which must be specified in the price schedule above.



Appendix I - Bandwidth Allocation and Monthly Recurring costs (MRC)

S/ N	Office (Site) Name	Technology	Group Bandwidth Profile		Amount (Tax Inclusive)
			DL/UL (Kbps)	MIR (Mbps)	
01	Kuajok Office	VSAT (C-Band)	8,192/2,048	22/6	
02	Malakal Office		7,168/2,048		
03	Yambio Office		7,168/2,048		
04	Kuajok Team House	VSAT (C-Band)	2,560/768	36/13	
05	Awiel North		2,048/768		
06	Renk		2,048/768		
07	Twic County		2,048/768		
08	Melut		4,096/1,536		
09	Kodok		4,096/1,536		
10	Tambura Office		3,072/1,024		
11	Tonj North Office		4,096/1,536		
12	Kuajok SSGID Office		1,536/512		
13	Malualkon		3,072/1,024		
14	Ezo Camp		2,048/768		
15	Ulang		2,048/768		
16	Tonj South		2,048/768		
17	Gogrial East		2,048/768		
18	Rajaf Office	VSAT (Ku-Band)	2048/512	Shared 2:1	
19	Makpandu Camp		2048/512	Shared 4:2	
20	Jikmir		2,048/512	Shared 4:2	
21	Tonj North CHD		2048/512	Shared 4:2	
22	Ezo CHD		2048/512	Shared 4:2	
23	Nzara CHD		2048/512	Shared 4:2	
24	Yambio CHD		2048/512	Shared 4:2	
25	Aburoc		2048/512	Shared 4:2	
26	Nagero		2048/512	Shared 4:2	
27	Kaka		2048/512	Shared 4:2	
28	Tambura CHD		2048/512	Shared 4:2	



Appendix II – Existing Equipment and Non recurring costs (NRC)

World Vision has existing VSAT equipment as shown in table below;

S/N	Office Name	Technology	Existing VSAT Equipment			Compatible? (Y/N)	Cost of Equipment to be installed in USD		
			Modem	LNB	BUC		Modem	LNB	BUC
01	Kuajok Office	VSAT (C-Band)	Newtech 2510	NJS84885	10W (NJT5762F)				
02	Malakal Office		Newtech 2510	NJS84885	5W (NJT5669)				
03	Yambio Office		Newtech 2510	NJS84885	5W (NJT5669)				
04	Kuajok TH	VSAT (C-Band)	Newtech 2510	NJS84885	5W (NJT5669)				
05	Awiel North		Newtech 2510	NJS84885	5W (NJT5669)				
06	Renk		Newtech 2510	NJS84885	5W (NJT5669)				
07	Twic County		Newtech 2510	NJS84885	5W (NJT5669)				
08	Melut		Newtech 2510	NJS84885	5W (NJT5669)				
09	Kodok		Newtech 2510	NJS84885	5W (NJT5669)				
10	Tambura Office		VSAT (C-Band)	Newtech 2510	NJS84885	5W (NJT5669)			
11	Tonj North Office			Newtech 2510	NJS84885	5W (NJT5669)			
12	Kuajok SSGID			Newtech 2510	NJS84885	5W (NJT5669)			
13	Malualkon			Newtech 2510	NJS84885	5W (NJT5669)			
14	Ezo Camp	Newtech 2510		NJS84885	5W (NJT5669)				
15	Ulang	Newtech 2510		NJS84885	5W (NJT5669)				
16	Tonj South	Newtech 2510		NJS84885	5W (NJT5669)				
17	Gogrial East	Newtech 2510		NJS84885	5W (NJT5669)				
18	Rajaf Office	VSAT (Ku-Band)	iDirect X3	PLL (NJR2842L)	3W (NJT8302UF)				
19	Makpandu Camp		iDirect X1	PLL (NJR2842L)	3W (NJT8302UF)				
20	Jikmir		iDirect X1	PLL (NJR2842L)	3W (NJT8302UF)				

If hardware is not compatible, include NRC for equipment

21	Tonj North CHD	iDirect X1	PLL (NJR2842L)	3W (NJT8302UF)				
22	Ezo CHD	iDirect X1	PLL (NJR2842L)	3W (NJT8302UF)				
23	Nzara CHD	iDirect X1	PLL (NJR2842L)	3W (NJT8302UF)				
24	Yambio CHD	iDirect X1	PLL (NJR2842L)	3W (NJT8302UF)				
25	Aburroc	iDirect X1	PLL (NJR2842L)	3W (NJT8302UF)				
26	Nagero	iDirect X1	PLL (NJR2842L)	3W (NJT8302UF)				
27	Kaka	iDirect X1	PLL (NJR2842L)	3W (NJT8302UF)				
28	Tambura CHD	iDirect X1	PLL (NJR2842L)	3W (NJT8302UF)				

Application Process

TIME LINES AND SUBMISSIONS

- 1) The proposal should include the ISP/Company background, Business registration, valid tax identification, shreds of evidence of operations in South Sudan by indicating the kind of services provided to other local & International Non-governmental organization NGOs
- 2) Bidders should not submit partial documents as application will not be considered.
- 3) Deadline for Technical & Financial Proposal is **Monday 31/10/2022 @ 5:00PM Juba Time**
- 4) For any clarifications relating to the Technical & financial Proposal, such should be send to Email: SDNO_SCMQuotations@wvi.org before close of Bid deadline.

