



REQUEST FOR PROPOSAL

INTERNET SERVICE PROVIDER (ISP)

RFP/EM/2019/00001

EYE MEDIA

RFP Release Date:	7 th August 2019
Submission Deadline:	21 st August 2019
Question/ Inquiry Submission Deadline:	20 th August 2019
Selection Completion Deadline:	13 th September 2019
Anticipated Performance Test of service:	23 th _ 30 th September 2019
Anticipated Performance Commencement:	1 st October 2019

**SUBJECT: REQUEST FOR PROPOSALS FOR THE PROVISION OF INTERNET
SERVICE AT EYE MEDIA/EYE RADIO**

A. COMPANY BACKGROUND:

Eye Media is a South Sudanese Non-profit media organization incorporated in 2012 managing Eye Radio 98.6 FM station in Juba, formerly known as the Sudan Radio Service (SRS). Eye Radio is the first South Sudan's independent broadcast provider of news and information. It has served the people of South Sudan with objective, accurate and credible news and information since 15 years ago.

Eye Media is seeking proposals from reputable Service Providers with the capacity to provide internet services for its Office in Juba, with its online operation 24/7/365 days internet intact.

Bidders are requested to provide information in their bid that will enable Eye Media to determine the Internet Service Provider that best meets these requirements.

B. SCOPE OF WORK OR REQUIREMENT:

The service provider shall provide internet services as per the below specifications:

- Number of Users will be 30 staff members.
- Internet Connectivity – 2mb/1.5mb on C band technology Dedicated 1:1
- i-Direct modem X5 Evolution.
- 10watt C-band BUC.
- Provide four (4) Public IP addresses.
- Monthly Bandwidth charges.
- Aligning and realigning the 1.8m Antenna Dish
- Installation and configuration of any equipment needed for the service
- Connection stability and consistence of the internet connectivity.
- Options for redundant connection
- Both local and international technical support availability

C. DELIVERABLES:

The Service Provider will ensure that Eye Media Office is provided with and using the following:

- 2.5MB Downlink and 1.5MB Uplink with C Band LNB technology in use, 1:1 dedicated.

- iDirect X5 Evolution Modem connected Cisco management Switch.
- 10watt C-band BUC power on 1.8m Antenna dish.
- Provide four (4) Public IP addresses.
- Dedicated internet service 24 hours daily 7 days a week and 365 days a year with an up-time/online at 99.9%.
- Bandwidth Network Monitoring tool which allows the control of bandwidth and visualize network usage at a fine-grained level, ensure the ability to guarantee bandwidth, prioritize and de Prioritize sites using a graphical representation of service usage.
- Service will be provided for a total number of 30 staff members.
- Any additional equipment necessary to be installed to ensure internet operates at its full capacity.
- Other products and services offered through the connection.

D. INSTRUCTIONS FOR PROPOSAL PREPARATION:

The selection committee will evaluate the service provider based upon their criteria listed below. Each section will be evaluated according to the criteria for evaluations. Service providers are expected to examine the specifications and all instructions in the RFP. Failure to do so is at the Service provider's risk. Interested service providers must provide the following:

1. CAPABILITY AND TECHNICAL EXPERIENCE STATEMENT

Demonstrate capabilities and technical experience by providing the following:

- a. Company's overview
- b. Company's Capabilities to perform the services requested
- c. Past Performance/ References
- d. Options for redundant connection
- e. Business Registration documents (current)
- f. Tax Clearance (current)

2. COST PROPOSAL

Service provider will submit in a separate, sealed envelope or by separate electronic files a proposed budget within their proposals to include all of the services listed above. The proposed budget will have sufficient detail to allow evaluation of elements of costs proposed. Eye Media reserves the right to request any additional information to support detailed costs and price.

3. REFERENCES

Please include three client references with detailed contact information. References should have worked with your organization/company where you had provided similar services to them within the past three years in internet connectivity within South Sudan.

E. INSTRUCTIONS FOR SUBMISSION OF PROPOSAL:

1. Your proposal, both technical and financial, shall be submitted and shall be clearly identified with the RFP number and the Service Provider's name.

All responses to this RFP must be received no later than the submission deadline on the cover page of this RFP. All proposals must be submitted in the following formats:

Attention: PROCUREMENT DEPARTMENT: EYE MEDIA /EYE RADIO

Plot 48 Block 1 Korok, P.O. Box 245, Juba South Sudan

Email: em-procurement@eyeradio.org

2. All inquiries and requests for technical information regarding this RFP must be submitted by email to the following individuals no later than the question/inquiry submission deadline on the cover page of this RFP. Reference the RFP number in all questions/inquiries.

Attention: IT DEPARTMENT – EYE MEDIA / EYE RADIO

Plot 48 Block 1 Korok, P.O. Box 245, Juba South Sudan

Email: em-support@eyeradio.org

3. This Request for Proposal (RFP) is not to be construed as a Contract or Purchase Order.

