

Terms of Reference for the Provision of Internet Services for twelve (12) months subscription.

1. Purpose of the Service

The World Health Organization (WHO), South Sudan invites suitable and accredited Starlink internet service providers to submit their expression of interest (financial and technical proposals) for the supply of Starlink hardware & Subscription for Internet Service for the WHO South Sudan offices.

2. Background

The successful Starlink internet service provider will be required to offer internet connection solutions for the WHO offices as per the following packages.

| # | Hub office | Annual Service Required | Item Description | Business Monthly Data Subscription |
|----|------------------------------------|-------------------------|--|------------------------------------|
| 1 | Bor | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 2 | Bentiu | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 3 | Kuajok | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 4 | Malakal | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 5 | Torit | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 6 | Yambio | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 7 | Rumbek | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 8 | Aweil | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 9 | Juba – CES | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 10 | Renk | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 11 | Wau | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 12 | WHO Juba office Backup | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 13 | Juba – Warehouse Logistics Cluster | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 14 | WHO Juba Warehouse Tongping | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) | 1 TB |
| 15 | Juba – MOH | 12 Months | Starlink Hardware (Dish, Ethernet adaptor, 15M Cable & Router) plus 3 days Installation of Network hardware extension in MOH. i.e., Access points, Network switch, POE switch, & Network cabling | 6 TB |
| 16 | All | All | Supply and installation work for the connection and subscription across all offices. | |

The above-projected requirements represent a commitment that WHO requires the bidder to fulfil, however, any additional quantity that the bidder may provide or suggestion that varies from the actual requirement may be considered depending on suitability and technicality importance.

3. Scope of work.

- The Starlink internet service provider (ISP) will provide fully managed high-speed internet services available and reliable to provide connection to the 15 offices through the provision of Hardware (Dish, Ethernet adaptor, 15M Cable & Routers).
- The bidder will complete the network setup of a high-speed connection that will primarily be used for Microsoft 365 services, web browsing, email access, research, video conferencing, cloud backups etc.
- All necessary hardware, cabling, and software (if required for Internet service) should be provided and set-up costs should be included in the offer.

4. Requirements.

The Internet Services for WHO South Sudan Operations use both Fiber and VSAT.

The activity should result in Outputs, according to the below-provided description, the proposed solution should:

- Describe all components of the service.
- Describe the steps that will be followed for the development of the service/projects.
- Propose a detailed work plan, including work packages, and milestones for key deliverables.
- The contractor shall ensure that the services required are administered correctly and promptly while avoiding any actions that may result in potential delays.
- Should be an accredited Starlink dealer.
- The prospective bidder should fulfil the mandatory criteria below. i.e., the firm must be registered with a valid operation license for ISP; and provide the technical and financial offer correctly and completely.

5. Characteristics of the Provider.

- At least 3 to 5 years of verifiable installation works done for other similar agencies, organizations, or companies.
- Previous verifiable experience in the installation, validation, and certification of service provision from other institutions
- Should have a valid certificate of incorporation & tax identification certificate

6. Evaluation criteria.

- The bidder must be technically compliant, (an offer that meets the minimum standard requirement).
- Provide the compulsory/mandatory documents listed above.
- Financially compliant, (an offer that has the lowest cost and consistent price).
- Submission of one envelope (email) that contains technical and financial offers via afwcossprocurement@who.int
- Quotation should be on company's letterhead, signed and stamped accompanied by the filled-in WHO RFQ template.

7. Timelines: the subscription shall be for a one-year (12) month period.

- The selected Internet Service Provider must be prepared to commence delivery of the products and service with immediate effect from the date of the issuing of the purchase order or the signing of the Service Agreement (minimum two to three days).

- The deliverables must be completed, tested, reviewed, and approved within thirty (30) days of commencing the project.

8. Communication.

- All enquiries relating to this RFQ should be sent via email to 1. Tom Francis at +211922244489, tomj@who.int and 2. Beka Samuel at +211921666940, bekas@who.int and CC: afwcssprocurement@who.int however, the quotation (financial and technical proposal) submission should be directly and solely sent to afwcssprocurement@who.int no CC to any other email.

9. Place of assignment

The installation will take place in the below WHO operational offices.

1. Head Office – Juba
2. Warehouse (Tongping) – Juba
3. Warehouse (Logistic Cluster) – Juba
4. Hub Office (Malakal)
5. Hub Office (Bentiu)
6. Hub Office (Aweil)
7. Hub Office (Bor)
8. Hub Office (Wau)
9. Hub Office (CES)
10. Hub Office (Kuajok)
11. Hub Office (Rumbek)
12. Hub office (Renk)
13. Hub Office (Torit)
14. Hub Office (Yambio)
15. MOH office (Juba)