



Jesuit Refugee Services

South Sudan Mission

JRS-SSD-FWA-ISP-002 - Internet Service Provision Services

INVITATION TO BID (ITB)

Juba, South Sudan

2021 - 2022

Planned Timetable	
Issue RFP	<i>6th April 2021</i>
Clarifications from Bidders due date	<i>15th February, 2021</i>
Deadline for Reply/Response	<i>16th February, 2021</i>
Deadline for Proposal Submission	<i>19th April 2021</i>
Proposal Opening Date	<i>20th April 2021</i>
Technical & Financial Proposal Evaluation	<i>21st – 23rd April 2021</i>
Service Provider Reference Checks	<i>22nd April 2021</i>
Contracts Award	<i>23rd April 2021</i>

Table of Contents

1.	INTRODUCTION	1
1.1.	THE JESUIT REFUGEE SERVICES	1
1.2.	THE PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)	1
1.3.	COST OF BIDDING	1
2.	THE BIDDING DOCUMENTS:	1
2.1.	THE BIDDING DOCUMENTS	1
2.2.	CLARIFICATION OF BIDDING DOCUMENTS	2
3.	PREPARATION OF BIDS:	2
3.1.	LANGUAGE OF BID	2
3.2.	DOCUMENTS COMPRISING THE BID	2
3.3.	BID PRICES & PRICE CHANGES	3
3.4.	BID CURRENCIES.....	3
3.5.	DOCUMENTS ESTABLISHING ELIGIBILITY AND CONFORMITY TO BIDDING DOCUMENTS	3
3.6.	BID SECURITY	4
3.7.	PERIOD OF VALIDITY OF BIDS	4
3.8.	FORMAT AND SIGNING	4
4.	SUBMISSION OF BIDS.....	5
4.1.	SUBMISSION AND MARKING OF BIDS:	5
4.2.	FORMAT	5
4.3.	MODIFICATION AND WITHDRAWAL OF BIDS	5
5.	BID OPENING AND EVALUATION.....	5
5.1.	PRELIMINARY EXAMINATION	5
5.2.	ELIGIBILITY:	5
5.3.	EVALUATION AND COMPARISON OF BIDS.....	6
6.	FINANCIAL PROPOSAL.....	7
7.	CONTACTING THE PURCHASER	7
8.	NOTIFICATION OF AWARD	7
9.	CONTRACTING	7
9.1.	CONTRACT AWARD AND NOTIFICATION	7
9.2.	WARRANTY	8
9.3.	INSPECTION.....	8
9.4.	PRICE SCHEDULES AND LOCATION	8
9.5.	SERVICE OR CONSULTANT AGREEMENTS	8
9.6.	DISCLAIMER	8
9.7.	ETHICAL OPERATING STANDARDS	8
9.8.	CODE OF CONDUCT	14

1. INTRODUCTION

1.1. THE JESUIT REFUGEE SERVICES

Jesuit Refugee Service is a Catholic Church-based international humanitarian organization, with a Mission to accompany, serve, and advocate for the rights of refugees and forcibly displaced persons. JRS has a priority to work wherever the needs of refugees and internally displaced people are urgent and unattended to.

In Yambio and Maban, JRS offers a wide range of rehabilitation and relief services most of which focus on Protection and mixed solutions for IDPs, Returnees and Host communities. JRS provides education scholarships and sanitary kits to girls and young women attending school on top of the teacher training scholarships for those wishing to attain their diplomas and degrees.

Through the community and school-based peace building initiatives, JRS utilizes mediation mechanisms and workshops to encourage and foster reconciliation as a means of moving away from violence.

With funding from UNHCR, BPRM, Tdh/BMZ, Xavier Network, JRS USA, Kost, Solidarity, Spanish Jesuit Mission Office and Interculturas, JRS has been working in South Sudan since 1997, providing essential services in Yambio and Maban.

1.2. THE PURPOSE OF THIS REQUEST FOR PROPOSAL (RFP)

Through this **Invitation to Bid (ITB)**, JRS seeks to secure competitive bids for the selection of an Internet Service Provider in Juba, Yambio and Maban South Sudan.

Eligible and technically qualified ISPs competent to provide Internet Services to Jesuit Refugee Services for an initial period of One (1) year – 2021 – 2022 are requested to submit their bids as below:

REFERENCE	DESCRIPTION OF SERVICES
JRS-SSD-FWA-ISP-002	PROVISION OF INTERNET SERVICES IN JUBA, YAMBIO AND MABAN

The winning bidder(s) will enter into a fixed term contract of one year, renewable subject to evaluation and performance.

Bidders shall be domiciled and must have complied with all Government legal Regulations to operate in South Sudan and regular taxpayers. The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices in South Sudan or any other country of operation.

1.3. COST OF BIDDING

The Bidder shall be responsible for all costs associated with the preparation and submission of their bids, and JRS, “the Contracting Authority”, will in no way be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2. THE BIDDING DOCUMENTS:

2.1. THE BIDDING DOCUMENTS

The Bidder shall inspect all documents and information, forms, terms and conditions in this RFP; failure to furnish all information and to address all areas of the bidding documents will be considered as substantially unresponsive and may lead to rejection of the bid in its entirety.

The Bidding documents comprise of the following documents:

- *The Request for Proposal – RFP (this document).*
- *The Information Datasheet*
- *Price offering sheet*
- *JRS Conflict of Interest and Supplier Code of Conduct- Annex 2*

2.2. CLARIFICATION OF BIDDING DOCUMENTS

Any prospective Bidder wishing to seek for further clarification on the bidding documents may notify JRS through the email address: southsudan.logistics@jrs.net . The request for clarification must reach JRS not later than **15th April 2021**. JRS will respond by e-mail providing clarification by the **16th of April 2021**. Response to such communication shall be shared with other bidders with explanation of the query without identifying the source.

3. PREPARATION OF BIDS:

3.1. LANGUAGE OF BID

The bid and all accompanying correspondence between the bidders and JRS shall be written in English language only. Any printed literature furnished by the bidder and written in another language must be accompanied by an English translation of its pertinent passages, in which case, for purposes of interpretation of the bid, the English translation shall prevail. Any translations must be performed by a licensed translator as recognized and notarized by the Courts of South Sudan.

3.2. DOCUMENTS COMPRISING THE BID

The submitted bid must include the following information. Failure to supply all requested information or comply with the specified formats may disqualify the bidder from consideration.

- *Cover letter expressing interest to provide Internet Services in Juba, Yambio or Maban.*
- *Technical proposal detailing the Company Profile (5 pages maximum) with a brief description of the firm's organization, Structure, Organogram, and summary of the senior personnel in the company.*
- *Provide a table of recent or current Services provided in these locations (Juba, Yambio and Maban) for any International Non-Governmental Organization in South Sudan (indicate the Year of Contract, Value, and the Client(s)).*
- *Provide a summary and profiles of the Key Staff proposed for the Service provision and backup and who will supervise the Service Levels as well as provide Technical and non-technical support, deal with contractual issues and Account.*
- *Gantt Chart or outline of key stages of implementation of the ISP Connectivity in Maban, Yambio and or Juba. This workplan should indicate duration of each stage of the Installation, Testing and Commissioning with schedules, timelines, and dates.*
- *A Financial Proposal detailing the costs of carrying out the Installation, Testing and Commissioning presented in the same format of the Activity Plan in own Letterhead.*

- *Certificate of Incorporation and or Registration in South Sudan.*
- *License to operate as a wholesale or retail Internet Service provider in South Sudan.*
- *Tax Registration Certificates. Tax Compliance Certificates/ Evidence of payment of tax to any relevant authority within South Sudan.*
- *Bank details and 3-Months Financial Statements from a reputable Bank in South Sudan. Additionally, please state the amount of revenue generated by your company in the last 3 months to one year, where this is available.*
- *Provide details of Three Referees that JRS may contact to give a testament of your previous or current internet quality and Service Levels as well as Performance. Reference Letters and or any record of similar previous relevant ISP services with INGOs or UN Agencies in Yambio, Maban and Juba.*
- *JRS Conflict of Interest and Code of Conduct completed, stamped, signed, and submitted.*

3.3. BID PRICES & PRICE CHANGES

For the purpose of selecting an ISP and executing the ensuing contract, the Bidder shall clearly indicate the unit price per Bandwidth listed on the price schedule. All unit prices shall be clearly indicated in the space provided in the price schedule in USD. The Bidder must sign and officially stamp the price schedule.

During the validity period of the Framework Contract, if there is a price change in the market, the service provider may express the change in writing to the Contracting Authority a month before implementing the change. The Contracting Authority will also respond on the request in writing within 15 days of receipt of notice for price change. Once the changes are agreed between both parties, an addendum will be signed and included in the Contract. The price changes will be done for a maximum of two times in two Years. The Contracting Authority reserves the right to accept or reject the request for the price change.

3.4. BID CURRENCIES

All rates and amounts entered in the Bid Form and Price Schedule and used in any documents, correspondence or operations pertaining to this tender shall be expressed in United States Dollars.

3.5. DOCUMENTS ESTABLISHING ELIGIBILITY AND CONFORMITY TO BIDDING DOCUMENTS

Pursuant to **Clause 5.2**, the bidder shall furnish, as part of their bid, documents establishing the eligibility and conformity to the Bidding Documents of all services the Bidder proposes to provide under the Contract.

The Documentary evidence of the services' conformity to the Bidding Documents may be in the form of technical specifications, literature, drawings, data (tables, graphs etc.), and shall furnish:

- A detailed description of the services' essential technical and performance characteristics.
- A clause-by-clause commentary on the Purchaser's Technical Specifications demonstrating the services' substantial responsiveness to those specifications or a statement of deviations and exceptions to the provisions of the Technical Specifications.

The bidder shall note that standards for workmanship, material and equipment, and references to brand names or catalogue numbers designated by the Contracting Authority in its Technical Specifications or Terms of Reference are intended to be restrictive. However, the Bidder may substitute alternative standards, brand names and/or catalogue numbers in its bid, provided that it demonstrates to the Contracting Authority's satisfaction that the substitutions are substantially equivalent or superior to those designated in the Technical Specifications.

3.6. BID SECURITY

For the Purpose of this RFP Process, Bid Security or Bond shall not apply.

3.7. PERIOD OF VALIDITY OF BIDS

Bids shall remain valid for 90 working days after the date of bid opening prescribed by the Purchaser; a bid valid for a shorter period may be rejected by the Purchaser as non-responsive.

In exceptional circumstances, the Contracting Authority may request the Bidder to extend the period of validity. The request and the responses thereto shall be made in writing by letter or e-mail. A bidder agreeing to the request will not be required nor permitted to modify his bid.

3.8. FORMAT AND SIGNING

The original bid shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. Financial proposal pages of the bid shall be initialed by the person or persons signing the bid and stamped with the company seal.

Any interlineations, erasures, or overwriting shall be valid only if they are initialed by the person or persons signing the bid.

The bidder shall include a cover letter in their proposal. The content of the cover letter shall include the following information:

- A table containing bid offer: Item description and Rates.
- A detailed specification of the services to be offered.
- Workplan and Delivery timeline for completion of the Installation, Testing and Commissioning services
- Price validity date (for this purpose and as stated on the advertisement, quote given shall remain unchanged for **12 Months**).

4. SUBMISSION OF BIDS

4.1. SUBMISSION AND MARKING OF BIDS:

Prospective Bidders shall submit sealed proposals addressed to:

**The procurement & Tender Committee
Jesuit Refugee Services
Tong Ping, Near Indian embassy
Juba, South Sudan**

to reach the contracting Authority by **19th April 2021**. Bidders must sign the bid register form at the reception or gate indicating their company name, telephone number, and date of submission.

All proposals must be provided in sealed envelopes.

4.2. FORMAT

The Bidder's offer shall comprise of all the documents requested by JRS, price Schedule and any other supporting documents in a sealed envelope. Please, indicate the reference # as indicated above.

4.3. MODIFICATION AND WITHDRAWAL OF BIDS

The Bidder may modify or withdraw its bid after the bid's submission, provided that written notice of the modification, including substitution or withdrawal of the bids, is received by the Purchaser prior to the deadline prescribed for submission of bids.

The Bidder's modification or withdrawal notice shall be prepared, sealed, marked, and dispatched. No bid may be modified after the deadline for submission of bids.

5. BID OPENING AND EVALUATION

5.1. PRELIMINARY EXAMINATION

The Purchaser will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed and that bids are generally in order.

5.2. Eligibility:

ADMINISTRATIVE REQUIREMENT	YES	NO
Is Profile of the ISP or company show a table showing recent relevant construction experience provided?		
Is Certificate of Incorporation and or Registration provided?		
Is Operational License in the name of the Company provided?		
Is License to operate as an ISP in South Sudan current for 2021 for Retail or Wholesale bandwidth?		
Is Tax Clearance with any recognized regional or national authority provided?		

Is there evidence for Current Tax Submission and deductions by the bidder?		
Has the bidder provided Bank Statements and details in the name of the Contractor company		
Is there a Profile of Supervising Technical Staff or ICT Engineer included in the bid document?		
Is service proposed aligned to these specific requirements by JRS fully populated with prices		
Has the bidder provided a Gantt Chart/ or Installation, testing and Commissioning Work Plan with clear completion timelines for each phase?		
Has the Bidder provided Financial Bid in the Bid Document?		
PROCEEDS TO THE NEXT EVALUATION (YES OR NO)		

5.3. EVALUATION AND COMPARISON OF BIDS

Bids determined to be substantially responsive as per **section 7** above will be considered for the evaluation process with the below scoring criteria.

EVALUATION CRITERIA		
Tech Eval:	Description	Score (%)
Technical Capacity and Structure of the ISP	<p>The Capacity of the Contractor:</p> <ol style="list-style-type: none"> General Organization structure and or profile of the ISP Bidding Company and the owners - [5] A table showing 5-10 recent and current ISP Services with other INGOs in South Sudan - [10] The Capacity in terms of the Technical Qualifications (Senior Managers and Technical Engineers proposed for the service as well as the Number of Employees in the company - [10%]. Number of Years' Experience of the Technical staff in ISP services (Minimum 3 Year) - [10] Number of Years (minimum 1) experience of the company in the sector and in similar ISP Services – [10%] Suitability of proposed Equipment for Fibre, KU & C-Bands – [5%]. Detailed and itemized Price schedule, aligned to the specific JRS Requirements [5%] Financial Capacity: Amount of Turnover of the Company: Provide Bank Statements and Financial Statements of the Company for the past 1-3 years. State your turnover for the period [15%] 	70%
Work Completion Time/ Delivery Time (from the work plan/Gantt Chart.	<p>Installation, Testing and Commissioning Timeline: bidder to provide a Gantt Chart/ or Work Plan with clear completion timelines for each phase of the Phases:</p> <ol style="list-style-type: none"> Bidder's Offered Completion Time (from the work plan/Gantt Chart) as compared to other bidders – [20%]. <p>(Score on Lead Time = (Shortest Lead Time Offered/Bidder Lead Time) *20%)</p>	20%
References, Letters, Copies of Contracts	<p>Provide details of Three Referees that JRS may contact to give a testament of your previous completed works. Further, provide Three Reference Letters and or any record of similar previous relevant construction work with INGOs or UN Agencies</p> <ol style="list-style-type: none"> Any documents, letters, contract copies, purchase orders or relevant information demonstrating experience and capacity to deliver – [10%]. 	10%

	TECHNICAL EVALUATION SCORE OUT OF 100%	100%
Financial Proposal	FINANCIAL PROPOSAL SCORE. SCORE= (LOWEST BID OFFER PRICE/OFFERED BID PRICE) *100%	100%
TECHNICAL EVALUATION (60 Points) + FINANCIAL (40 Points)	<u>WEIGHTED SCORES:</u> TECHNICAL EVALUATION=[SCORE/100] *60 POINTS] FINANCIAL EVALUATION SCORE= (LOWEST BID PRICE/OFFERED BID PRICE) *40 Points	60 Points + 40 Points
	TOTAL WEIGHT (TECHNICAL EVALUATION + FINANCIAL EVALUATION)	100 Points

6. FINANCIAL PROPOSAL.

Financial proposals must be submitted together with the Technical Proposal and shall include:

- Bid Price
- Value Added Tax to be indicated where required.
- All ISP Services quoted for including Equipment.
- Flight tickets and Accommodation must be indicated where possible.
- Individual Technician and Support team Fees and others who will participate in the process to be included.
- Bidders to clearly state the Financial proposal validity period. JRS Prefers 90 Days.

To get maximum score bidders are encouraged to ensure all the above information and instructions are clearly stated and included in the financial proposal.

7. CONTACTING THE PURCHASER

Subject to **Clause 5**, no Bidder shall contact the Contracting Authority on any matter relating to its bid, from the time of the bid opening to the time the Contract is awarded.

8. NOTIFICATION OF AWARD

Prior to the expiration of the period of bid validity, the Contracting Authority will notify the successful bidder in writing or where necessary by phone that his/her bid has been accepted and selected for Contract for the Audit services. At this stage JRS may also choose to negotiate with the selected bidder to finalize the offer.

9. CONTRACTING

9.1. CONTRACT AWARD AND NOTIFICATION

The Contracting Authority will award the FW Contract to the notified successful Bidder(s) whose bid has been determined to be substantially responsive and has been determined as the best evaluated bid considering

price/performance factors, provided further that the Bidder is determined to be qualified to enter a Contract and perform its obligations satisfactorily.

9.2. WARRANTY

The Service provider warrants that the service to be rendered meets Contracting Authority's and donor specifications and Terms of Reference.

9.3. INSPECTION

The Contracting Authority shall have the right to inspect the service to confirm their conformity to the specification. The inspection will be conducted by assigned staff of the Contracting Authority or a reputed relevant consultant selected by the Contracting Authority.

In the future business relation, should any services fail to conform to the specifications in the Terms of Reference, the Contracting Authority may reject them, and the Bidder shall replace the rejected Service without extension of time except at the Contracting Authority's sole discretion.

9.4. PRICE SCHEDULES AND LOCATION

Service providers interested in the provision of ISP Services to JRS South Sudan may quote for one or all office options (Yambio, Maban and or Juba).

9.5. SERVICE OR CONSULTANT AGREEMENTS

For service or consultant agreements time and material awards are not authorized unless it is the only suitable award, and a ceiling is established.

9.6. DISCLAIMER

The Contracting Authority reserves the right to alter the dates of the timetable.
The Contracting Authority does not bind itself to accept the lowest or any proposal for that matter.

9.7. ETHICAL OPERATING STANDARDS

The JRS Mandate, Code of conduct, and Child protection policies apply to this process and contract.

ANNEXE I: SCHEDULE OF SERVICES

Please provide Your Quotation for the following Bandwidths:

No.	Location	Item Description - Uplink:	Item Description - Downlink:
1	Juba	Fibre internet connectivity – Uplink: - Uplink – from 2mbps – 5Mbps	Fibre internet connectivity – Downlink: - Downlink – from 2mbps – 20 mbps
2	Maban	VSAT (C-Band) internet connectivity – Uplink: - Uplink – from 2mbps – 5Mbps	VSAT (C-Band) internet connectivity – Downlink: - Downlink – from 2mbps – 10 mbps
3		VSAT (KU-Band) internet connectivity – Uplink: - Uplink – from 2mbps – 5Mbps	VSAT (KU-Band) internet connectivity – Downlink: - Uplink – from 2mbps – 5Mbps
4	Yambio	VSAT (C-Band) internet connectivity – Uplink: - Uplink – from 2mbps – 5Mbps	VSAT (C-Band) internet connectivity – Downlink: - Downlink – from 2mbps – 10 mbps
5		VSAT (KU-Band) internet connectivity – Uplink: - Uplink – from 2mbps – 5Mbps	VSAT (KU-Band) internet connectivity – Downlink: - Uplink – from 2mbps – 5Mbps

ANNEXE II: JRS NEEDS ASSESSMENTS FOR JUBA, YAMBIO & MABAN.**Table 1: NEEDS ASSESSMENT FOR JRS JUBA OFFICE**

INTERNET NEEDS ASSESSMENT DATASHEET	
Date:	04/04/2021
Client Name	Jesuit Refugee Services - Juba
Contact Person	Tom/Ambrose
Phone Number	+211 928873911
E-mail	
Location	Juba

Juba Area	Thong Ping
Type of business/organization	International Non-Governmental Organization
Current Status	Currently there is Internet Installed but we are carrying out this service to ensure better Value for Money
Rationale for Selection:	Market Pricing as per Current Charges in the Fibre Optic Market in Juba, South Sudan.
NUMBER OF USERS:	
Daytime: Maximum	50
Daytime: Average	30
After 17:00: Maximum	20
After 17:00: Average	10
APPLICATIONS TO BE USED:	
Http/s: (Internet browsing)	General browsing
SMTP, POP etc. (E-mail)	SMTP
Instant messaging: (Yahoo chat, WhatsApp)	WhatsApp, teams, skype, viber, hangouts, zoom
Skype voice & video, how many simultaneous sessions?	Max 5
Cloud services (AWS, MS Azure, Google docs, etc.) Number of simultaneous users:	5
Cloud storage (Dropbox, Google drive, Amazon drive, iCloud, One Drive) - Number of simultaneous users:	30
Web based/cloud-based applications (Used in accounting, procurement, HR, and CRM systems) - Number of simultaneous users:	Accounting: 3 users; In the future, HR 3 users, Procurement 3 Users
VPN (Connecting to a remote server)	1 user
Specific requirements to receive/send large attachments, Application, and average file size	Outlook via OneDrive (Office 365)
If specific bandwidth/contention is required, please specify.	For VSAT/Wireless/O3B: Downlink(kbps)/Uplink (kbps) Contention ratio
	For Fibre: 8Mbps
In Juba, VSAT or WiMAX Preference:	Fibre Optic with WiMAX back Up
VSAT equipment:	Not Available currently.

Table 2: NEEDS ASSESSMENT FOR JRS YAMBIO OFFICE

JRS NEEDS ASSESSMENT	
Date:	04/04/2021
Client Name	Jesuit Refugee Service - Juba
Contact Person	Tom/Ambrose
Phone Number	+211 928 873911
E-mail	
Location	Yambio; Hai Kisanga
Type of business/organization	International Non-Governmental organization
Current Internet Service Provision:	Currently there is Internet and VSAT Equipment installed in the year 2014. Upgrades needed and modern technology and Equipment need to be installed.
Rationale:	Reliability in Connections, Consistency and Cost Effectiveness
NUMBER OF USERS:	
Daytime: Maximum	50
Daytime: Average	30
After 17:00: Maximum	20
After 17:00: Average	10
APPLICATIONS TO BE USED	
Http/s: (Internet browsing)	General browsing
SMTP, POP etc. (E-mail)	SMTP
Instant messaging: (Yahoo chat, WhatsApp)	WhatsApp, teams, skype, viber, hangouts, zoom
Skype voice & video: Number of simultaneous sessions:	Max 5
Cloud services (AWS, MS Azure, Google docs, etc.) Number of simultaneous Users:	5
Cloud storage (Dropbox, Google drive, Amazon drive, iCloud, One Drive) - Number of simultaneous Users:	30

Web based/cloud-based applications (Used in accounting, procurement, HR, and CRM systems) - Number of simultaneous Users:	Accounting: 2 users; In the future, HR 1 Users, Procurement 1 Users
VPN (Connecting to a remote server)	1 user
Any specific requirements to receive/send large attachments? Application and average file size	Outlook via OneDrive.
Specific bandwidth/contention:	For VSAT/Wireless/O3B: 1. Downlink - Between 4000kbps to 6000 kbps / Uplink 2000 kbps Contention ratio 1:1
	KU-BAND/C-BAND PREFERRED; Provide any other options.
Preferred Platform/Technology:	VSAT (KU-BAND OR C-BAND)
VSAT equipment:	There is VSAT Equipment Installed on Site with a Service provider

Table 3: NEEDS ASSESMENT FOR JRS MABAN OFFICE

JRS NEEDS ASSESSMENT IN MABAN	
Date:	04/04/2021
Client Name	Jesuit Refugee Service - Juba
Contact Person	Tom Fidelis, Ambrose Okello
Phone Number	+211 928873911
E-mail	Tom/Ambrose
Location	Maban; South Sudan
Type of business/organization	International Non-Governmental organization
Current Status in JRS Maban Office:	Currently there is Internet Installed and running. Due to internal Procedures, this process is to be used to comply with and yield value for money for JRS in lieu of the current market rates for Bandwidth in JRS Office in Maban, South Sudan.
Rationale:	Improved Connectivity, Reliability and Cost Effectiveness.
NUMBER OF USERS:	
Daytime: Maximum	100
Daytime: Average	60
After 17:00: Maximum	30
After 17:00: Average	20
APPLICATIONS TO BE USED:	
Http/s: (Internet browsing)	General browsing

SMTP, POP etc. (E-mail)	SMTP
Instant messaging: (Yahoo chat, WhatsApp)	WhatsApp, teams, skype, viber, hangouts, zoom
Skype voice & video, Number of simultaneous sessions:	Max 5
Cloud services (AWS, MS Azure, Google docs, etc.) Number of simultaneous Users:	5
Cloud storage (Dropbox, Google drive, Amazon drive, iCloud, One Drive) - Number of simultaneous Users:	30
Web based/cloud-based applications (Used in accounting, procurement, HR, and CRM systems) - Number of simultaneous Users:	Accounting: 2 users; In the future, HR 1 Users, Procurement 1 Users
VPN (Connecting to a remote server)	1 user
Specific requirements to receive/send large attachments, application, and average file size	Outlook via OneDrive (Office 365)
Specific bandwidth/contention is required, please specify.	For VSAT/Wireless/O3B: Downlink(kbps)/ Between 4000 to 8000 Uplink (kbps) & 2000 (kbps). Contention ratio 1:1 Wide Options preferred between C-Band, Ku-Band and any other.
VSAT equipment:	There is a complete Set up of VSAT and other Equipment, but some have been rendered Ineffective due to technological Changes. ISPs encouraged to Submit bids with Equipment.



Jesuit Refugee Service Code of Conduct

June 2017

INTRODUCTION

JRS is an international Catholic agency that provides specialized support services to refugees and other forcibly displaced persons in over 50 countries around the world. Our mission, as stated in our Charter, is to accompany, serve and defend the rights of refugees and other forcibly displaced persons. This mission is built on a faith in God who is present in human history, even in its most tragic moments. All our work is inspired by this faith and by the following core values:

- **Compassion** that impels us to alleviate suffering, treating all with the same fairness and respect that we ourselves wish to be treated.
- **Hope** that provides refugees with both spiritual and practical support in their difficult period of displacement.
- **Dignity** that believes in the intrinsic value of every person regardless of race, gender, religion, or politics.
- **Solidarity** that calls us to humble and respectful service to people of diverse cultures, nationalities, and religions.
- **Hospitality** that inspires us to accompany and welcome the most vulnerable, giving priority to situations of great need where a more universal good may be achieved and to needs that others have not addressed.
- **Justice** that commits us to work with refugees to challenge systems that deny them their human rights.
- **Participation** that encourages co-responsibility, discernment, and participative decision-making among our teams and with the forcibly displaced people we serve.

SCOPE

JRS recognizes that its team members are men and women of high integrity whose actions reflect the core values that underlie the Code of Conduct. It is, however, important for all who work for JRS to understand clearly that the highest standard of conduct is expected of them to ensure the protection of and care for the people with whom JRS works. This code applies to all those associated with JRS, including paid staff, volunteers, board members, and consultants.

9.8. CODE OF CONDUCT

A. Professional Behaviour

As a team member of JRS, I commit myself to:

Undertake my duties as a JRS team member conscientiously and in keeping with the organization's values and its mission to accompany, serve and defend the rights of refugees and other forcibly displaced persons.

1. Uphold and promote the highest standards of ethical and professional conduct in carrying out my assigned duties in the workplace and in my life outside the official work environment. Furthermore, I will endeavour to represent and further the values and mission of JRS to the best of my ability.
2. Avoid any public statement which may unnecessarily reflect poorly on the name and reputation of JRS.
3. Maintain the highest degree of confidentiality in professional matters.
4. Receive clear instructions and approval from the International or Regional Director or a designated JRS official before taking part in any communications or media task associated with my work for JRS.

5. Never use JRS communication equipment or premises (e.g., phones, computers, email, etc.) to transmit harassing, abusive, sexually explicit, racially, or ethically offensive, or defamatory material.
6. Display at all times equal respect for all persons regardless of their race, gender, religion, colour, national or ethnic origin, language, sexual orientation, age, socioeconomic status, political conviction, or any other distinguishing features.
7. Help create and maintain a work environment which prevents sexual exploitation and abuse.
8. Facilitate open and honest communication within JRS.
9. Help create a healthy and positive working environment that allows and encourages all team members to work harmoniously even through challenging and stressful times.

B. Personal Behaviour

As a team member of JRS, I commit myself to:

1. Respect all local laws in the country where I am working and honour my private legal obligations.
2. Abide by the principles of Protection from Sexual Exploitation and Abuse in a Humanitarian Crisis, articulated by the Inter-Agency Standing Committee (IASC), which prohibit acts of sexual exploitation and abuse, and call for responsibility and care towards children and vulnerable adults. I understand that any proven case of exploitation and abuse, whether of a sexual or non-sexual nature, is grounds for immediate dismissal.
3. Follow the JRS Child Protection Policy Framework that prohibits sexual activity with children (persons under the age of 18) regardless of the age of majority or the age of consent locally. Mistaken belief in the age of a child does not serve as a defense for such behavior.
4. Recognize that sexual relationships between JRS workers and the people they serve, regardless of age, are strongly discouraged since they may be based on inherently unequal power dynamics.
5. Report when concerns or suspicions regarding sexual abuse or exploitation by a fellow JRS worker arise, whether in a JRS environment or elsewhere.
6. Adhere to JRS's strict prohibition against possessing or being under the influence of illegal substances either within or outside the workplace environment. The same prohibition applies for being under the influence of alcohol in the workplace or while representing JRS.
7. Never bring offensive weapons to the workplace or carry them while conducting JRS work or representing JRS which is grounds for dismissal, unless approval is clearly stated in one's job description (e.g., guards).
8. Respect JRS position on prohibition of any threat or act of violence, physical or verbal, either within or outside the workplace environment. Any substantiated case will result in disciplinary sanction.
9. Behave in a way that does not jeopardise my security or the safety of my team.
10. Ensure that my conduct neither reflects negatively on JRS nor impacts or undermines my or others' ability to undertake the role for which I am employed.

C. Conflict of Interest, Coercion and Corruption

Furthermore, I agree to:

1. Avoid activities outside the formal work setting (e.g., additional time-consuming employment or volunteer work) that would create a conflict of interest with my JRS duties and responsibilities or detract in any way from my JRS work assignments.
2. Not exchange money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior, which are prohibited by JRS. This includes exchange of assistance that is due to beneficiaries.
3. Not create business relationships between JRS and members of my own extended family or friends or any private businesses in which I have a financial interest that may lead to a conflict of interest. If I become aware of a potential conflict of interest, I must immediately discuss this matter with my supervisor.

4. Neither offer to nor accept from the people JRS serves, from partners or contractors any favours, bribes, or other forms of personal enrichment under any circumstances. Small tokens of appreciation may be offered or received, but I must inform my supervisor of any such gifts.
5. Neither seek nor accept instructions from any other authority external to JRS that could jeopardise the scope or implementation of JRS's work.
6. Be accountable for the property and funds of JRS entrusted to me and to those whom I supervise in JRS. I understand that, if I am proven to have been involved in theft or fraud or if I have mishandled JRS assets, funds, or records, I will be liable to pay compensatory damages and will be subject to dismissal.
7. Report behaviours of other staff when I have reasonable suspicion of breaches of the standards of the Code of Conduct.

I have carefully read this JRS Code of Conduct, and having discussed its contents with my supervisor, I have had time to become familiar with the relevant documents. I am committed to JRS's mission and mandate, and I am aware that JRS expects me to uphold the standards of behaviour described in this Code of Conduct.

I realize that any breach of the Code of Conduct can and may result in the termination of my contract.

Name: _____

Signature: _____

Date: _____