



2nd April 2020

Kololo, US
Embassy
Road-Next to
Rainbow Hotel.

Dear Sir/Madam,

Request for Quotation for 10 MB dedicated band width

The purpose of this letter is to invite you to respond to the request for proposals (RFP) herein enclosed.

Please be informed that your response to the RFP should be as comprehensive as possible and address all areas therein since incomplete responses may not be considered.

Your offer must remain valid for 30 days (1 months) from the date of submission RFP.

Please ensure that your response to this RFP is addressed as follows below and returned by close of business not later than 5pm on Friday 17th April 2020:

Name: The Procurement Committee
Address: BBC Media Action, Kololo, US Embassy Road-
Next to Rainbow Hotel Reference: RFP-SS 03 002.
Or by email to: procurement@ss.bbcmediaaction.org

Should you require electronic version of this request, please send to the above email.

Please contact the undersigned should you have any queries regarding this RFP.

Yours sincerely

A handwritten signature in blue ink, appearing to read "Lasu David".

Lasu David
Logistics/Admin Officer
+211 (0) 929 003 114
david.lasu@ss.bbcmediaaction.org



**BBC Media Action REQUEST FOR
PROPOSALS
FIBER INTERNET SERVICE PROVIDER**

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Introduction

This document is structured as follows:

Section 1 **Introduction**

Section 2 **Instructions to Service Providers**

This section contains instructions on how BBC Media Action requires the Supplier to reply to the RFP, including contact points, format and timescales.

Section 3 **Statement of Requirements**

This section lists the detailed requirements that the Supplier must respond to, point by point, maintaining the same headings and numbering.

1.1 Organization Background

BBC Media Action is the BBC's international development charity. It is legally, financially and operationally independent from the BBC, but builds on the fundamental values of the BBC to guide its work. (www.bbc.co.uk/mediaaction).

BBC Media Action uses the power of media and communication to help reduce poverty and assist people to understand their rights. The primary areas of work are:

- Education
- Health
- Resilience and humanitarian response

BBC Media Action uses media and communication to help reduce poverty and support people in claiming their rights. Our aim is to inform, connect and empower people around the world. BBC Media Action has been operating in South Sudan since 2011, registered with the Relief and Rehabilitation Commission (RRC).

1.2 Overview of Requirements

BBC Media Action is requesting the services of Fiber Internet Service Provider to provide robust internet services that will adequately provide a dedicated internet connection to our office located on the US Embassy Road down next to Rainbow Hotel, Juba. We need 10 mbps (up and down) dedicated bandwidth. We do not currently anticipate the bandwidth size will change. In addition to a specific quotation for a 10 mbps dedicated bandwidth, suppliers may also indicate costs for increasing the bandwidth (per additional mbps), should our needs change in the future. The proposed services must be able to meet the organizations needs on its hosted server and uploads and downloads of video, voice, data and documents. The services to be provided must be effective and stable, with good and proactive 24 hours customer and technical service support, and the ability to address and provide solutions to technical issues that may arise with the internet traffic.

1.3 Purpose of this Request for Proposal (RFP)

The purpose of this Request for Proposal (RFP) document is to:

- Obtain information on service providers and proposed services to meet the requirements of BBC Media Action
- Obtain competitively priced service and support proposals

Responses to the RFP will be evaluated against key requirements by BBC Media Action, and form the basis of subsequent contractual negotiations with the selected supplier.

1.4 Scope of services

All proposals from service providers will cover the following services:

- To provide 10 mbps (up and down) dedicated bandwidth
- Costs of increasing the bandwidth, per additional mbps
- To provide the service via a dedicated public IP address
- To provide BBC Media Action with 24 hours, 7 days a week uninterrupted internet service that will meet its needs for twelve months
- To remotely monitor the system and provide 24 hours technical support services to BBC Media Action including advice on redundancy
- To be able to provide the required equipment and software needed to keep the internet service operational
- To provide, throughout the duration of the agreement, the agreed dedicated bandwidth
- Should there be a breakdown with Cable Network, the internet service provider should be able to provide an alternative connection. Please provide details on any back- up infrastructure / services that would be available.

1.5 Supplier Evaluation Criteria

Service Provider's proposal will be evaluated according to the following criteria:

- Background of the firm (including services provided) and evidence of current subscription
- References – evidence of current provision of similar services to other organizations
- Technical description of delivery and support capabilities
- Technical description of alternative backup infrastructure / services
- Quality of customer and support services (guarantee of equipment provided)
- Cost competitiveness
- Legal registration certificates and other requirements to offer the same services in South Sudan

2 Instructions to Suppliers

2.1 Basis of RFP

You are requested to propose a solution that will meet the current and future requirements of BBC Media Action, as stated in this document.

Third-party services may be included as part of the proposal where appropriate, on the understanding that the supplier will act as prime contractor and manage third-party interfaces on behalf of BBC Media Action. We have a strong preference to select a supplier that can demonstrate they have in-house capacity to successfully deliver on internet services as required by BBC Media Action.

This RFP is not an offer to contract. Acceptance of a proposal does not commit BBC Media Action to award a contract to any supplier, even if all requirements stated in this RFP are satisfied. And conversely failure to meet a qualification or requirement in this RFP will not necessarily subject a proposal to disqualification. We will assess all responses against all of the evaluation criteria stated above.

The supplier's response to this RFP will constitute an offer to enter into a contract based on the terms stated in the proposal.

2.2 Validity of Proposal

BBC Media Action expects the prices quoted by the supplier within their proposal to remain valid from the RFP submission date for a period of 30 days (1 months).

2.3 Confidentiality and Non-Disclosure

The information contained in this RFP (or accumulated through other written or verbal communication) is confidential. It is for proposal purposes only and is not to be disclosed or used for any other purpose.

2.4 Cost of Preparation

BBC Media Action will not accept any liability or responsibility for any costs incurred by the service provider in preparing a response to this RFP or any associated work effort, including the costs of any trial period, should this be required.

2.5 Questions and Additional Information

Please email or ring Lasu David on with any questions you have on the RFP: Email:

procurement@ss.bbcmmediaaction.org

Phone: +211 (0) 929 003 114

2.6 Target Timetable- based on timelines on procurement plan

The target timetable for this project is shown in the table below but suppliers must be aware that whilst every effort will be made to meet these dates, the timetable may change for operational reasons and suppliers will be notified accordingly.

| Step | Task | Date |
|------|---|-----------------------------|
| 1 | RFP issued | 2nd April 2020 |
| 2 | Response received from Fiber Internet Service Providers | 17 th April 2020 |
| 3 | Follow up by BBC Media Action with specific providers to provide additional information, as required. | 24 th April 2020 |
| 4 | Supplier selection decision | 30 th April 2020 |
| 5 | Contracting | 8 th May 2020 |

Please note that the submission deadline for prospective service providers is at the close of business (5pm) on 17th April 2020. The dates given are only indicative and may be changed as circumstances change.

2.7 Timing and Delivery

The supplier will provide one paper copy of their proposal, together with an electronic copy sent to procurement@ss.bbcmmediaaction.org.

The proposal must be received no later than 5pm on Friday 17th April 2020. Any proposals received after this may be discounted from further consideration. Any requirement that the supplier might have for proof of delivery is at the supplier's discretion and cost.

To enable an efficient and fair evaluation process this must be strictly adhered to. Proposals should be addressed and delivered to:

The Procurement Committee
Kololo, US Embassy Road-
Next to Rainbow Hotel.
and by mail to procurement@ss.bbcmmediaaction.org

3 Statement of Requirements

The Supplier is required to prepare its proposal and pricing based on the information presented in this section. Any assumptions that the service provider makes regarding volumetric data must be clearly stated in the appropriate section.

This section lists all of the detailed requirements that the service provider must respond to, point by point. The Supplier must use the same headings and numbering hierarchy as presented.

If the Supplier has additional information that is directly relevant to the stated requirements but not explicitly requested, this may be added to the end of the most appropriate section under the heading "Additional Information" or referenced to appendices.

Proposals submitted should be in the following order:

3.1 Management Summary

The Supplier must provide a concise management summary of their offering, including the following:

- a) A brief overview of the proposed service including reference to any partners and third parties.
- b) Reasons why BBC Media Action should choose the proposed supplier and solution.
- c) Reference to previous experience of supplying similar solutions and services.
- d) Summary of the supplier's commercial offer including discount

3.2 Technical Description of Fiber Internet Services

Please provide a detailed technical description of the services to be provided, and ensure you cover the full scope of services as described in Section 1.4 and with due consideration given to the evaluation criteria in Section 1.5

3.3 Company Background

The supplier must provide the following information:

- a) The registered name and address of the company
- b) Registration with Tax Office and TIN number (all registration documents as it pertains to the firm's operation in South Sudan)
- c) The date the company was established
- d) The main services provided by the firm/company
- e) The number and location of offices, identifying the main functions of each

- f) Company and employee accreditation
- g) Detail any significant partnerships that will be used to deliver the proposed services.

3.4 Reference Clients

As part of the selection process BBC Media Action will contact existing customers of the service provider who have services of a similar size and geographic scope and are using the proposed system. The service provider must select 3 reference clients and provide the following contact information:

- a) Company name and address
- b) Description of services provided, and geographies covered
- c) Key contact name, title, and contact information
- d) Length of the service relationship

Please understand BBC Media Action might contact the references based on the information provided

3.5 Technical Support Officer.

Please provide us the name, telephone number, email address of Technical support Officer within firm that will be the primary contact for BBC Media Action.

In situations where the primary Technical Support Officer may be unavoidably absent, please also provide us with an effective 24 hours support line or contact details of a secondary Technical Officer.

3.6 Service Timescale

Please confirm you will be able to establish the service, so it becomes operational from the contracting date. Any trial period would need to be completed before this time period.

3.7 Costed Option

Please provide us a quotation for the cost of Internet Services for a period of twelve (12) months, as per the scope of services set out in this RFP.

3.8 Contractual Considerations

- BBC Media Action and the Service Provider will sign a Service Agreement for the delivery of Fiber internet services. For this purpose, the supplier will provide a standard template for the services to be provided, which will be subject to revision by the BBC legal team prior to signing.
- BBC Media Action payment terms are 30 days from date of invoice.

3.7 Service Developments

The supplier will: guarantee to get in touch with BBC Media Action if any of the below will happen.

- a) Provide information on future product development, business developments and any additional information regarding services or capabilities that may be of benefit to BBC Media Action in the future.
- b) Describe the process by which the supplier will proactively inform BBC Media Action of potential enhancements to the services it provides.
- c) Comment on any current or planned initiatives that will enhance the commercial offer.