



### Number of Site & Users:

Currently, RHASS has the following site and tentative number of users and sites:

SN	Site	No. of Users Approximately	Bandwidth
1	RHASS Yei Field Office	6	2/2 mbps Dedicated
2	RHASS Wau Field Office	6	2/2 mbps Dedicated
3	RHASS Torit Field Office	6	2/2 mbps Dedicated

### Internet Equipment:

Service Provider shall provide both options to rent or purchase if any specific equipment is required.

### Technical Requirements:

- CIR (1:1) - Committed Information Rate, one is to one - a guaranteed equal internet bandwidth and data rate for both downstream and upstream at all times.
- In case of share channel, the minimal guaranteed bandwidth should be clearly mentioned in the proposal.
- No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection.
- Data confidentiality guarantee: Provider may not scan traffic (if this should be done for finding problems in the network a prior agreement must be obtained).
- All necessary hardware, cabling, and software (if required for Internet service) should be provided and set up by the provider.  
In case of downtime, ISP ensure to mobilize the technical team within 24 hours upon receipt of complaint.
- Provide 24/7 basis hotline technical support assistance in troubleshooting issues affecting the internet connection.

### Minimum Qualification of the Service Provider:

- Must have duly registered with the concerned authority of South Sudan Government with a valid license of ISP.
- Must have Tax Clearance
- Must be established at least 4 years ago with ISP service experience.

### Documents to be submitted by the Service Provider:

- Covering Letter of the interested service provider,
- Original copy of completed Financial Proposal
- Copy of Company/Firm Registration Certificate
- Copy of Tax Registration Certificate



- Copy of valid license of ISP issued by National Telecommunication Authority of South Sudan (Optional)
- Company Profile with manpower details and latest client list and recommendation letters from at least 3 Clients

### **Financial Proposal:**

- The Service Provider shall submit financial proposal for Fiber-optic Internet Connectivity Service inclusive of all applicable cost of installation at the time of proposal submission.
- The Service Provider shall raise three monthly internet subscription invoices in the name of RHASS with rates as specified in Financial Proposal.
- The Service Provider shall also produce internet service downtime data by individual site and submit along with the invoice.
- The payment shall be made through bank transfer into the Service Provider's bank account.
- The payment shall be made within 30 days of receipt of original invoices by the RHASS under normal circumstances.
- The Service Provider/Bidder shall submit the bid/Proposal, with validity of 90 days from the date of submission of proposal. A proposal with shorter validity period shall be rejected by RHASS Procurement committee as non-responsive bid/proposal.
- Modification and Withdrawal: Sealed proposal once submitted shall not be withdrawn or modified.
- Sealed Bid/Proposal Submission Deadline: The Service Provider/Bidder shall submit proposal in a sealed envelope along with required documents on or before 16:00hrs CAT of **18<sup>th</sup> February, 2026**. Sealed bids/proposals shall be clearly marked the subject “Sealed Bid/Proposal for Internet Connection Services” outside the envelope and submitted to the below address.

### **By hand delivery:**

Procurement Department  
 Reproductive Health Association of South Sudan  
 Star Village Building, First Floor  
 Plot No: 187-188, Block No: III Hai Dar Salaam,  
 Gudele Road, Opposite St. Thomas ECS Church

Or by email:

Email: [procurement@rhass.org.ss](mailto:procurement@rhass.org.ss) cc [lou.eluzai@rhass.org.ss](mailto:lou.eluzai@rhass.org.ss), [charles.oyet@rhass.org.ss](mailto:charles.oyet@rhass.org.ss),

For inquiry please call: Tel: 0926071119

