

*Request for Proposal for the Provision of Internet Services
To World Vision South Sudan's Field Offices*

Terms of Reference (ToR)

World Vision South Sudan



Introduction

World Vision is a Christian relief, development and advocacy organization dedicated to working with children, families and communities to overcome poverty and injustice. World Vision has been working in South Sudan since 1989 and has served over 1.3 million people, more than 600,000 of them children, through our humanitarian work. Our operations cover four major zones: Juba, Upper Nile, Warrap and Western Equatoria.

In pursuant of this, World Vision South Sudan is sourcing for a reliable and dependable internet service provider (ISP) for the supply of required VSAT equipment/components and provision of internet services to its field offices via Ku-Band VSAT technology. Details of field sites to be consolidated are in the embedded excel file below.

Purpose and objectives of assignment:

The overall objective of this task is for the successful ISP to provide World Vision South Sudan with internet services for the field offices.

1. Supply of missing VSAT components and installation of internet service connection as defined in appendix I via Ku-Band with unlimited internet usage and with at least 95.0% uptime availability.
2. ISP shall provide internet connection at a traffic-independent flat fee, unlimited usage time, without any further restriction on (i.e. proxy, firewall, filtering Servers).
3. Potential ISP must include their proposed Service Level Agreement (SLA) terms and conditions that would be applicable to this engagement.
4. The ISP must provide software/tool to World Vision South Sudan IT Department for checking & monitoring link performance at any moment. The ISP should also monitor the link health and inform the office if any disruption occurred.
5. The ISP should be in the position to provide higher bandwidth for limited period/longer period if required by World Vision South Sudan in short notice. Addendum will be made to the contract and to reflect the new bandwidth if requested for longer period.
6. The successful ISP must have 24x7x365 technical assistant or helpdesk; and should inform (by email, phone call or SMS) WV South Sudan ICT Manager or zonal IT lead about any issues related to the link.
7. The ISP shall inform the WV South Sudan ICT Manager at least ten (10) days ahead prior to any monthly scheduled maintenance or twenty-four (24) hours ahead prior to unscheduled emergency maintenance of the side of the Provider.
8. The ISP shall state clearly about compensation/penalty in case of failure of services.
9. The ISP shall complete the supply, delivery, installation and commissioning of all links within Thirty (30) calendar business days after the signing of the contract.
10. Internet service should be based on fixed quarterly fee payment plan with no additional cost.

Duration of Assignment:

One (1) year renewable subject to the quality of the submitted financial and technical proposal including the estimated budget and the quality of service provided.

Supervision and performance evaluation:

The services will be supervised by the WV South Sudan ICT Manager with support from the zonal IT leads.



Requirement:

1. 4-5 years of working experience with local or INGOs in South Sudan. Reference of past works will be essential.
2. Have a valid license (Business registration and Tax Clearance) and all other documentation to indicate its full compliance and operations in South Sudan regulatory body of the National Communications Authority (NCA).
3. Detailed project implementation methodology defining the sourcing, delivery, implementation of the project within the agreed scope, time, quality and budget.
4. Definition of the payment terms. World Vision will prefer payment for goods and services upon delivery to satisfaction.
5. Demonstration of technical capacity evidence by CVs of engineers deployed to implement the solution at World Vision premises defined in the site schedule.
6. Proposed lead-time to deliver the solution to customer satisfaction.
7. Financial capacity to source and deliver the solution.
8. Proposed warranty, support and maintenance of the solution post implementation including how equipment licensing is managed year on year.
9. The vendor shall provide the financial proposal in US Dollars.
10. Prices quoted must be inclusive of all applicable taxes (including VAT) which must be specified in the price schedule above

Application Process:

All interested/qualified vendors/ISP are requested to submit a proposal on or before **August 16, 2019 at 4:30pm** by mail to the following email address **SDNO_SCMquotations@wvi.org**

The proposal should include the ISP/Company background, Business registration, valid tax identification, evidences of operations in South Sudan by indicating the kind of services provided to other local and INGOs.





Appendix I – South Sudan Field Sites Schedule

S/N	Office (Site) Name	Location	Technology	MIR Down (Kbps)	MIR Up (Kbps)	Total MIR (Kbps)	Total CIR (Kbps)	Other Details	Equipment on Site	Non Recurring Cost (USD)	Monthly Recurring Cost (USD)
1	CGPP Office	Juba	VSAT (Ku-Band)	768	256	1024	1024	Share Ratio 1:1, unlimited	1.2M Skyware Antenna, X1 Modem, 3W BUC, PLL LNB, Mikrook Router Board		
2	Rajaf Office	Juba	VSAT (Ku-Band)	768	256	1024	1024	Share Ratio 1:1, unlimited	1.2M Prodelin Antenna, Hughes - HN9800, HT RF Unit		
3	Tonj North (HPF)	Greater Bahr Ghazal	VSAT (Ku-Band)	768	256	1024	1024	Share Ratio 1:1, unlimited	1.2M Skyware Antenna		
4	Gogrial East	Greater Bahr Ghazal	VSAT (Ku-Band)	768	256	1024	1024	Share Ratio 1:1, unlimited	1.2M Skyware Antenna		
5	Malualkon	Greater Bahr Ghazal	VSAT (Ku-Band)	768	256	1024	1024	Share Ratio 1:1, unlimited	1.2M Skyware Antenna, X3 Modem		
6	Renk Office	Greater Upper Nile	VSAT (Ku-Band)	768	256	1024	1024	Share Ratio 1:1, unlimited	1.2M Skyware Antenna, X1 Modem, 3W BUC, PLL LNB		
7	Malakal Secondary Link	Greater Upper Nile	VSAT (Ku-Band)	768	256	1024	1024	Share Ratio 1:1, unlimited	1.2M Skyware Antenna, X1 Modem, 3W BUC, PLL LNB		
8	Ezo Camp 2	Greater W. Equatoria	VSAT (Ku-Band)	768	256	1024	1024	Share Ratio 1:1, unlimited	1.2M Skyware Antenna, X1 Modem, 3W BUC, PLL LNB		
9	Kujok SSGID Office	Greater Bahr Ghazal	VSAT (C-Band)	512	128	640	640	Share Ratio 1:1, unlimited	2.4M Channel Master Antenna, X3 Modem, C-Band 5W BUC and PLL LNB		
10	Aburoc Camp	Greater Upper Nile	VSAT (Ku-Band)	512	128	640	640	Share Ratio 1:1, unlimited	1.2M Skyware Antenna, X1 Modem, 3W BUC, PLL LNB		
11	Makpandu Camp	Greater W. Equatoria	VSAT (Ku-Band)	512	128	640	640	Share Ratio 1:1, unlimited	1.2M Skyware Antenna, X1 Modem, 3W BUC, PLL LNB		

12	Bentiu	Greater Upper Nile	VSAT (Ku-Band)	512	128	640	512	128	640	Share Ratio 1:1, unlimited	1.2M Skyware Antenna, XI Modem, 3W BUC, PLL LNB		
13	Tonj North (CHD)	Greater Bahr Ghazal	VSAT (Ku-Band)	896	256	1152	224	64	288	Share Ratio 4:1, unlimited	1.2M Skyware Antenna		
14	Tonj South	Greater Bahr Ghazal	VSAT (Ku-Band)	896	256	1152	224	64	288	Share Ratio 4:1, unlimited	1.2M Skyware Antenna		
15	Ezo CHD	Greater W. Equatoria	VSAT (Ku-Band)	512	256	768	128	64	192	Share Ratio 4:1, unlimited	1.2M Skyware Antenna, XI Modem, 3W BUC, PLL LNB		
16	Nzara CHD	Greater W. Equatoria	VSAT (Ku-Band)	512	256	768	128	64	192	Share Ratio 4:1, unlimited	1.2M Skyware Antenna, XI Modem, 3W BUC, PLL LNB		
17	Ulang	Greater Upper Nile	VSAT (Ku-Band)	512	256	768	128	64	192	Share Ratio 4:1, unlimited	1.2M Skyware Antenna, XI Modem, 3W BUC, PLL LNB		
18	Jikmir	Greater Upper Nile	VSAT (Ku-Band)	512	256	768	128	64	192	Share Ratio 4:1, unlimited	No available equipment		
19	Tambura CHD	Greater W. Equatoria	VSAT (Ku-Band)	512	256	768	128	64	192	Share Ratio 4:1, unlimited	1.2M Skyware Antenna, XI Modem, 3W BUC, PLL LNB		
20	Yambio CHD	Greater W. Equatoria	VSAT (Ku-Band)	512	256	768	128	64	192	Share Ratio 4:1, unlimited	1.2M Skyware Antenna, XI Modem, 3W BUC, PLL LNB		

