

TERMS OF REFERENCE

For

Internet Service Provision (ISP) -

SSPRC (South Sudan Peace & Reconciliation commission)

1. Objectives

The present Terms of Reference aim to provide a framework for full TCP/IP Internet Service Provision for SSPRC Juba. The service should be provided based on fixed monthly fee. Capacity requirement: **symmetric 20.0 Mbps bandwidth for the Main and 2 Mbps as backup**, Connection should be cable type, preferably fiber-optic; wireless solutions may be considered. The service is expected to be **highly stable and reliable**. The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities.

2. Background

SSPRC Office is located at Nyokuron West Isaac mamur Suk Next to the mountain.

3. Technical Requirements

- Speed requirement: symmetric 20.0 Mbps bandwidth.
- In case of share channel, the minimal guaranteed bandwidth should be clearly mentioned in the proposal
- Connection should be of cable type, preferably fiber-optic; wireless solutions may be considered.
- No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection.
- Subnet of at least 14 static publicly routable IP addresses is required
- Service reliability must be ensured. Overall uptime should not be less than 99%.
- Data confidentiality guarantee; Provider may not scan traffic (if this should be done for finding problems in the network a prior SSPRC agreement must be obtained).
- All necessary hardware, cabling and software (if required for Internet service) should be provided and set up by the provider.
- Offeror should provide a backup 512 kbps ADSL link.
- Worldwide accessibility
- Support Managed VPN Services
- Policy on over subscription (sharing ratio 1:1 to guarantee bandwidth)
- ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the SSPRC Office



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- Free and unlimited technical support
- Traffic management, network monitoring and access to raw log files
- Quality of Service
- Fiber optic connectivity from the ISP to the Internet backbone

4. Additional Notes

- The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities. Under the normal circumstances all problems should be resolved within maximum 24 hours after the notification from SSPRC received. The provider is also responsible for contacting designated SSPRC network specialist(s) for both scheduled and un-scheduled downtime.
- Offerors are required to describe what alternate routing or fallback arrangements for continuity of service they have in place (if any), should their primary link(s) to the Internet backbone become non operational. The offeror is to indicate what contracting arrangement they have with the primary Internet providers they work with.
- The selected provider must provide weekly reports on network performance, utilization and usage analysis.
 - SSPRC may wish to visit the vendor's Network Operations Centre.
- The successful provider must have a physical presence, including availability of technical support, in South Sudan

5. Implementation Timeline

All installation works should be accomplished and connection launched within 15 days after the signing of the Contract.

6. Contractual and payment stipulations:

- Internet service should be based on fixed quarterly fee payment plan with no additional cost
- Contract duration: 1 year with possibility for graceful exit with a 30-, 60- or 90-days period of written notice, without penalties for SSPRC.

7. Qualification Requirements and Terms and Conditions

SSPRC needs the following qualifications and Terms and conditions from the potential offeror:

- 5 years relevant experience in provision of services in nature, scale and complexity commensurate with the present terms of reference, with already provided services possessing features required by these terms of reference; The company must have at least three similar contracts (similar by scope, nature and amount), preferably with government, international / intergovernmental organizations. Evidences of these contracts are required; references from other clients are highly welcome.



- b. Qualified and experienced experts in system administration, working under the general supervision and guidance of the department and / or company manager and under the overall oversight of the focal person in SSPRC. The proposed team should have solid experience in the provision of services in nature, scale and complexity commensurate with this requirement
- c. Seven days a week and 24 hours per day coverage for technical assistance and/or helpdesk facilities. Any problem should be resolved within a maximum of 2 hours after the notification.
- d. The bidder must have a Network Monitoring System (NMS) supported by a qualified and experienced engineers/technical support team.

NOTE:

- All bidders should provide all relevant certificates for validity tests.
- All bids should be hand delivered to SSPRC offices sealed in envelopes with clear markings.
- All bids are open for 1 week from the day of publish.
- All bids deadlines are on Wednesday 12th 04 2023, 12:00pm CAT.

For me information please contact wanigeoffrey1@gmail.com or wani.geoffrey@ssprc.gov.ss or akonydit1@gmail.com.



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