



**CMMB SOUTH SUDAN PROGRAM
INVITATION TO BID**

Terms of Reference (TOR) for Internet Service Provision

Client: Catholic Medical Mission Board (CMMB)

Location: South Sudan

1. Background:

Notice to Bidder's: Catholic Medical Mission Board (CMMB) is an international nongovernmental organization that believes in a world in which every human life is valued, health and human dignity are shared by all. We believe that access to quality healthcare is a basic human right. For more than 100 years, we have worked with global partners to deliver locally sustainable, quality healthcare solutions to women, children, and their communities.

Catholic Medical Mission Board (CMMB) is seeking to procure internet services for multiple locations in South Sudan. The purpose of this TOR is to outline the requirements and expectations for internet service provision at the specified locations.

2. Scope of Work:

CMMB requires reliable internet connectivity for the following locations in South Sudan:

1. CATHOL00001 - Yambio
Satellite: Arabsat 5 A
Band: C-Band
Speed: 6 Mbps download / 2 Mbps upload
Contention Ratio: 1:1
2. CATHOL00002 - Ezo
Satellite: NSS_12 EA
Band: KU
Speed: 1024 Kbps download / 512 Kbps upload
Contention Ratio: 1:1
3. CATHOL00003 - Nzara
Satellite: NSS_12 EA
Band: KU
Speed: 1024 Kbps download / 512 Kbps upload
Contention Ratio: 1:1
4. CATHOL00004 - Mvolo
Satellite: NSS_12 EA
Band: KU
Speed: 1024 Kbps download / 512 Kbps upload
Contention Ratio: 1:1

5. CATHOL00005 - Tambura
Satellite: NSS_12 EA
Band: KU
Speed: 1024 Kbps download / 512 Kbps upload
Contention Ratio: 1:1
6. CATHOL00006 - Yei
Satellite: NSS_12 EA
Band: KU
Speed: 1024 Kbps download / 512 Kbps upload
Contention Ratio: 1:1
7. CATHOL00007 - Juba
Band: Fiber
Speed: 4 Mbps download / 2 Mbps upload
Contention Ratio: 1:1
Satellite: NSS_12 EA

3. Service Provider Responsibilities:

The selected service provider shall be responsible for:

- Procuring and installing the necessary satellite equipment and infrastructure at each location.
- Providing and maintaining satellite internet connectivity as per the specified bandwidth and contention ratios.
- Ensuring 24/7 network uptime and reliability.
- Offering technical support and troubleshooting services as required.
- Adhering to all regulatory and licensing requirements for the provision of internet services in South Sudan.
- Regularly monitoring and reporting on network performance, including speed, latency, and downtime.
- Providing invoices and reports detailing service usage, performance, and any issues resolved.

4. Duration:

The contract for internet service provision shall be for an initial period of One Year, with an option for renewal based on satisfactory performance.

5. Payment Terms:

Payment for services shall be made by CMMB on a quarterly basis, subject to the satisfactory provision of services.

6. Evaluation and Selection Criteria:

CMMB will evaluate service providers based on the following criteria:

- Technical capability and experience in providing satellite internet services.
- Pricing and cost-effectiveness.
- Reliability, including uptime guarantees.
- Technical support and customer service.



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Compliance with local regulations.

7. Proposal Submission:

Interested service providers are invited to submit their proposals, which should include the following:

Technical proposal detailing the proposed solution.

Financial proposal with pricing details.

Company profile and relevant experience.

References from previous clients.

8. Deadline for Submission:

Proposals must be submitted by 20th Sept 2023 to Lodule Jimmy, Agele Charles Kabas or Joseph Njoroge

9. Contact Information:

For inquiries and proposal submissions, please contact CMMB Procurement at LJimmy@cmmb.org, ACMKabas@cmmb.org and NjJoseph@cmmb.org or [0922012821].

10. Confidentiality:

All information provided in the proposals will be treated as confidential and used solely for the purpose of evaluating service provider qualifications.

11. Right to Reject Proposals:

CMMB reserves the right to reject any or all proposals received without providing reasons for such rejection.

12. Amendment of TOR:

CMMB may amend this TOR at any time during the proposal evaluation process by issuing an addendum.

8th September 2023

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