

*Request for Proposal for the Provision of Internet Services
To World Vision South Sudan
(National Office and One Field Office in Juba)*

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 (WVSS) is sourcing for a reliable internet service provider (ISP) to provide internet services to its National Office and one Field Office in Juba via fiber-optic cable.

Purpose and Objectives of Assignment:

The overall objective of this task is for the successful ISP to provide WVSS with internet services for the National Office and a Field Office in Juba.

Technical Requirements:

1. The ISP shall provide WV South Sudan's National Office and the field office with:
 - a) Supply and installation of dedicated symmetrical internet service connection with a speed of 30Mbps/30Mbps for the National Office and 3Mbps/3Mbps for the field office. The connection shall be full Duplex each via fiber optic cable with unlimited internet usage and 99.9% uptime availability measured monthly and yearly.
 - b) Internet connection at a traffic-independent flat fee, unlimited usage time, without any further restriction on (i.e. proxy, firewall, filtering servers) and the internet bandwidth must be a dedicated line, not share with other customers;
 - c) Supply and installation of last-mile equipment and cabling outside and within the World Vision's Offices premises necessary for establishing connectivity between the internet service provider's Network and office LAN at no extra cost.
2. The ISP shall provide and guarantee redundant routes or fallback arrangements with an appropriate internet speed corresponding to the main link to ensure business continuity and 99.9% uptime service availability to minimize or eliminate downtime.
3. The ISP shall ensure the latency does not exceed 30ms when connecting from WVSS Juba Office to the Quad9 server.

Additional Notes:

4. The successful ISP must have a 24x7x365 technical assistant or helpdesk; and should inform (by email, phone call, or SMS) WV South Sudan ICT Manager or designated IT focal person about any issues related to the link.
5. The ISP must provide software/tools 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.
6. Potential ISP must include their proposed Service Level Agreement (SLA) terms and conditions that would apply to this engagement.
7. The ISP should be in the position to provide higher bandwidth for a limited period/longer period if required by World Vision South Sudan on short notice. An addendum will be made to the contract and to reflect the new bandwidth if requested for a longer period.
8. The ISP shall inform the WV South Sudan ICT Manager at least ten (10) days ahead before any monthly scheduled maintenance or twenty-four (24) hours ahead before unscheduled emergency maintenance of the side of the Provider.
9. The ISP shall state clearly about compensation/penalty in case of failure of services.



10. The ISP shall complete the supply, delivery, installation, and commissioning of all links within Ten (10) calendar business days after signing the contract.
11. Internet service should be based on a fixed quarterly fee payment plan with no additional cost.

Implementation Timeline:

All installation works should be completed and the connection launched within 10 days after the signing of the contract. There will be one week of testing the service.

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 primarily by the WV South Sudan ICT Manager with support from designated WVSS IT resources.

Qualification Requirements, Terms, and Conditions:

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 the 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. Commitment to maintain the cost of the service and the SLA for the period of the contract.
6. Demonstration of technical capacity evidence by CVs of engineers deployed to implement the solution at World Vision premises defined in the site schedule.
7. Proposed lead-time to deliver the solution to customer satisfaction.
8. Financial capacity to source and deliver the solution.
9. Proposed warranty, support, and maintenance of the solution post-implementation including how equipment licensing is managed year on year.
10. The vendor shall provide the financial proposal in US Dollars.
11. 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 **September 10, 2021, at 4:30 PM SST** by mail to the following email address SDNO_SCMquotations@wvi.org

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

