



ANNEX GEN 14: Questions and Answers

QUESTIONS AND ANSWERS TO TENDER NO. 3789: PROVISION OF INTERNET SERVICES TO NCA SOUTH SUDAN PROGRAMME

In the below table you will find questions from tenderers and the answers from the Contracting Authority.

Question no.	Questions from tenderers	Answer from the Contracting Authority
1	Kindly advise if the option of starlink will be considered.	There is no Option for Starlink.
2	We are interested in the Framework Agreement for Provision of Internet Services for South Sudan Country Program (RFP Ref. No. NCA SS-3789) and would appreciate it if you could share Annex 4 and Annex 5 with us at your earliest convenience.	The annex can be found in the below link: https://www.kirkensnodhjelp.no/en/about-nca/for-contractors/
3	<ul style="list-style-type: none">You mentioned that you have a 2.4m C-Band dish installed at the four locations. Could you please specify:<ol style="list-style-type: none">The modem models currently in use.The BUC sizes at each location.	<p>The Dish we have is 4Part dish 2.4m</p> <p>1- What I know each ISP has it owner Modem for the reason same ISP has lock their Modems so not one can used, but what I have Is X3 I direct Modem, and other site has IQ desktop modem</p>



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		2- We have 25wt BUC and we have 10wts BUC which powered using the power injector
4	<ul style="list-style-type: none">The requested latency should not exceed 275ms; however, the actual latency observed is between 500 to 600ms for your information.Should the backup at Juba office be active (always on and running concurrently with the primary connection) or on-demand (activated only when the primary connection fails)?	<p>That is correct the is typing error, 500ms</p> <p>The Backup has to be active all the time in cash the Fiber Link is down then it has to pick from there.</p>
5	<ul style="list-style-type: none">Will the backup be sourced from the pool of 20 Mbps download and 10 Mbps upload VSAT capacity that you are requesting, or do you require a separate dedicated backup capacity? <p>mkenyi@connect.com.ss</p>	The Backup has to be a separate link which is dedicated on V-sat.
6	<ul style="list-style-type: none">Can we be allowed to propose providing the Internet on Starlink Satellite Technology?	No