



SMILE AGAIN AFRICA  
DEVELOPMENT ORGANIZATION

**SAADO - Smile Again Africa Development Organization** is a national non-profit humanitarian and development organization dedicated to working with the youth and their communities to reach their full potential. Founded in 2011, SAADO works across all the states of South Sudan promoting social cohesion and empowering communities to tackle the causes of poverty and injustice. We provide humanitarian assistance to families affected by disaster & conflict while partnering with communities for long-term solutions to alleviate poverty. Motivated by the potential in the youth, we optimize their role to foster peaceful co-existence and economic empowerment in South Sudan.

SAADO Request for Quotation (RFQ) for provision of Internet Service Provision

RFQ Number: **RFQ-SAADO-IT-0001**

Date: **Feb 01/02/2022**

SAADO has a need for a **Dedicated Fiber Optic Internet Connection Service with Wireless Radio (or other technology) Backup Connection.**

SAADO is soliciting fixed-price quotations from the Vendor community for the supplies and/or services detailed below.

If you are interested in submitting a quotation, please do so by sending your completed and signed Vendor Quotation Form to our office

Name: Smile Again Africa Development Organization

Address: SAADO HEAD OFFICE, Juba Nabari airport road, behind Hotel Panorama, next to China friendship hospital.

Quotations are due no later than 04:00 PM on Feb 7th, 2022. Late quotations will not be accepted.

**Only written quotations sealed in an envelope detailing quotation number No phone calls please.**

SAAD will evaluate all quotations received by the deadline based on the minimum requirements and/or evaluation factor(s) shown below. Contingent on the availability of funds and continued need for the supplies and/or services, at the end of the evaluation process, SAADO intends to award a firm fixed-price contract for the purchase of the required supplies and/or services to the selected vendor.





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**A. Statement of Work/Description of Requirements**

The Contractor shall complete all work, including furnishing all labor, material, equipment, and services, unless otherwise specified herein, required under this quotation for stated services within the time specified herein. The price listed below shall include all labor, materials, overhead, and Taxes. In consideration of satisfactory performance of all scheduled services required under this Quotation, the Contractor shall be paid a firm fixed-price for all services.

The Contractor shall provide all engineering, labor, tools, equipment, supplies and services to provide the required bandwidth as specified under Section, hereof

- **Bandwidth 4 Mbps downstream and 4 Mbps upstream all times**
- Dedicated
- IP address 01 public/static minimum
- Internet Service Provider (ISP) shall provide dedicated (not shared or bundled) leased channel high-speed access to the Internet; data transport media must be fiber optic connectivity. Twenty-four (24) hours uplink. Post Internet Service Provider (ISP) connection must be "always on" with unlimited usage, and must not require the installation of any custom software on the client side.
- Internet Service Provider (ISP) digital bandwidth is the amount or volume of data that may be sent through the channel, measured in kilobits per second (Kbps), without distortion. Required Bandwidth connection is defined in each service description.
- For Internet Services the Internet Service Provider (ISP) must guarantee full contracted bandwidth availability 24/7/365 from the originator side to the ISP's internet gateway. Bandwidth sharing between others customers is not allowed. Connection Ratio must be maintained 1/1 contention ratio
- Bandwidth testing/measurement will be using the public domain throughput test tool <https://testdebit.info>, with a maximum acceptable negative variance on the contracted bandwidth no more than 5%.
- Internet Service or data service transmission from the originating information server towards an end server is referred to as downstream; and a transmission from an end user towards the remote server is referred as upstream; Post Internet Service Provider (ISP) Contention Ratio (downstream / upstream) must be 1:1 /1:1.
- Internet Service Provider (ISP) must provide excellent Quality of Service (QOS) for the connection and maintenance of, that represents the level of consistent download/upload capacity provided, must be the higher QOS percentage possible but, at minimum, greater than 99.97%.





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- Internet Service Provider (ISP) connection must NOT, repeat, NOT use Network Address Translation (NAT).
- Internet Service Provider (ISP) Round Trip Time (RTT) reports the total time in milliseconds (ms) time to send a small data packet and obtain a reply back; must be the faster than 150ms for the Round Trip Time (RTT) for internet service. Also, RTT must be faster than 10ms for local data services.
- Internet Service Provider (ISP) must permit the transit of all Internet Protocol (IP) protocols (Especially IPsec), including but not limited to, User Datagram Protocol (UDP), Transmission Control Protocol (TCP), and IPSEC to transit without filters or proxies. Unfiltered access to the Internet is required without ISP firewall blocking. Filters or sniffers must not be established, connected, or introduced by the ISP for any SAADO channels. If there are any existing filters, sniffers, restrictions, or proxies, they must be identified, and removed prior lease line circuit installation.
- Internet Service Provider (ISP) must permit installation of Customer VPN (Virtual Private Network) encryption devices on the circuit.
- Internet Service Provider (ISP) must provide detailed network topology map that shows all possible paths ISP use for the internet traffic between hubs.
- Internet Service Provider (ISP) must have redundancy in the Internet backbone. For instance, If the Fibre optic line connection backbone fail, any other alternate backbone paths shall be available.
- Internet Service Provider (ISP) must provide fault-tolerance Fiber Optic connectivity to the very end at the SAADO office Server Room.





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Quotation Base Period

February 1<sup>st</sup> -2022 – February 7<sup>th</sup> - 2022

Contract Item	Description of Services	Monthly Subscription (USD)	Total firm fixed price
1	Installation		
2	Equipment		
	Value Added Tax		
3	Dedicated Internet channel at minimum 4Mbps/4Mbps Fiber Optic Internet Connection Service & Wireless Radio (or other technology) Backup Connection for SAADO Juba Office.		

**Service Support and Contingencies**

The awarded ISP must warrant service support 7x24x365.

The vendor must warrant service support on site if necessary 7x24x365, services must be coordinated directly with SAADO Information Technology Officer.

Expected service availability and reliability must be at minimum 99.97%.

The Contractor shall install a redundant cable or Fiber Optic infrastructure known as backup line with channel state inspection mechanism, in order to verify service connectivity and provide immediate lease line backup connectivity services to SAADO.

**The awarded ISP must provide on line web access data traffic analysis graphs capabilities. Graphs must be updated on a daily basis. Graphs must retain traffic history behavior for at least one year.**

The awarded ISP must provide a central Information Technology (IT) point of contact (POC) in order to promptly coordinate technical issues during the initial installation process.





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**B. Place of Performance: SAADO HEAD Office – JUBA SOUTH SUDAN**

**Delivery Schedule**

Item	Description	Date
1	Equipment Supply	9 <sup>th</sup> -Feb- 2022
2	Installation and Commissioning	9 <sup>th</sup> -Feb-2022
3	Monthly Recurring Charge	10 <sup>th</sup> Feb2022- 30 <sup>th</sup> -Apr-2022
4	Quality of Service Trial period	10 <sup>th</sup> -Feb-18 <sup>th</sup> -Feb 2022

**C. Contract Terms and Conditions**

SAADO has an approved contract agreement that it intends to use for the award. SAADO reserves the right to deny making a contract award to a vendor should they refuse to sign SAADO contract agreement.

**D. Minimum Criteria:**

A quotation will not be considered further if it does not meet the following minimum criteria:

- **Fiber optic as main connection**
- **Radio wireless connection or other technology as backup solution**
- **Meet the technical specifications**
- **Delivery schedule as planned**

**E. Evaluation Factors:**

Quotations that meet the minimum criteria listed above may be further evaluated based on the following factors:

- i. Award may be made without negotiations between SAADO and the selected vendor. Award may be made to a vendor that provided the lowest priced technically acceptable quotation, or to a vendor other than the one that provided the lowest priced quotation, should that vendor be determined to have provided the best value quotation to SAADO taking technical and cost factors into account.
- ii. Financial Audit report for the last 3Months





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- iii. Valid legal documents; - Operation license, tax clearance, Certificate of incorporation, Chamber of Commerce membership certificate, Letter of No objection
- iv. References from 3 current clients receiving fibre optic connection

All vendors that submit quotations in response to this RFQ will be notified of the results.

**ATTACHMENT 1 – VENDOR QUOTATION FORM**

Quoted Prices (Inclusive of Administrative and/or Overhead Costs):

Base Period

Contract Item	Description of Services	Monthly Subscription (USD)	Total firm fixed price
1	Installation		
2	Equipment		
	Value Added Tax		
	Sub Total I (Once off*)		
3	Dedicated Internet channel at minimum 4Mbps/4Mbps Fiber Optic Internet Connection Service & Wireless Radio (or other technology) Backup Connection for SAADO Juba Office		
	Sub Total		

Items/Services Included in Total Quoted Price Above but Not Indicated in Chart:





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**SUPPLIER AUTHORIZED REPRESENTATIVE**

Name: \_\_\_\_\_

Position/Title: \_\_\_\_\_

Phone Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

NB: For queries, please send an email to:-

[info@saado.org](mailto:info@saado.org)

[End of RFQ]

