



## NONVIOLENT PEACEFORCE, SOUTH SUDAN

### SUPPLY OF INTERNET SERVICE PROVISION TO NONVIOLENT PEACEFORCE, SOUTH SUDAN

**REF: PR-2024-JUB-0138**

#### **SPECIFICATIONS AND INSTRUCTIONS TO BIDDERS**

##### **A. NONVIOLENT PEACEFORCE**

**Nonviolent Peaceforce (NP)** is a nonpartisan unarmed peacekeeping organization with the goal of protecting civilians and reducing violence in areas affected by armed conflict.

##### **1. Administrative Information**

- 1.1 It is the intent of this RFP to secure competitive proposals for Internet service provision to Nonviolent peaceforce Juba office and field sites.
- 1.2 Vendors shall submit **sealed bids** addressed to:  
**Finance and Operations Director at Nonviolent Peaceforce,  
Plot 27, Block B, DOR Avenue Kololo Juba South Sudan,  
Tongping, Juba South Sudan.**
- 1.3 Bids must be received not later than **10<sup>th</sup> JULY 2024 by 4:00PM** Bids submitted after the deadline will NOT be accepted.
- 1.4 Nonviolent peaceforce shall notify the winning bidders in writing within 1 month of the bid opening. NP is under no responsibility to release the identity or contract terms of the winning vendor.
- 1.5 Nonviolent peaceforce reserves the right to accept or reject any or all bids, and to accept the bid deemed to be in the best interest of Nonviolent peaceforce, and is not bound to accept the lowest priced bid submitted.
- 1.6 Nonviolent peaceforce reserves the right to award contracts to multiple vendors deemed to be in its best interest.

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NP is an INGO with Special Consultative Status with the Economic and Social Council of the United Nations, ECOSOC  
Plot 27, Block B DRR Avenue, First Class Residential Area, Kololo Juba, Republic of South Sudan  
[southsudan@nonviolentpeaceforce.org](mailto:southsudan@nonviolentpeaceforce.org), [www.nonviolentpeaceforce.org](http://www.nonviolentpeaceforce.org)





20 YEARS

- 1.7 The award criteria shall be based on the proposal's overall response and "value for money" while taking into consideration donor and internal requirements and regulations. The award will be determined by a committee of Nonviolent peace force's employees.
- 1.8 The successful vendor shall receive a contract for the period of the services required, which can be extended upon agreement of both parties.
- 1.9 The language for communication and required documents is English.
- 1.10 Quotation validity: **Minimum 1 year**

## 2. Technical Requirements & Specifications

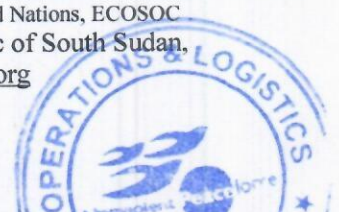
- 2.1 Nonviolent peaceforce requires companies to Supply/provide Internet service as specified below description of services schedule of requirements technical requirements of the supply, installation and commissioning of broadband internet, and WIFI network
3. Nonviolent peaceforce Currently has several field offices and Country Head office is in Juba. NP aims to hire a legible ISP to provide Internet Service in its Field Offices and Head Office in Juba.

### OBJECTIVE

Nonviolent Peaceforce South Sudan requires the services of an ISP (Internet Services Provider) to provide internet to Nonviolent Peaceforce South Sudan Head office and its Field Offices, configure and terminate a Fibre optic connection, provide and commission a Managed Wide Area Network (WAN) accessible from all Nonviolent Peaceforce South Sudan Directorates in the offices as well as provide Wi-Fi management interfaces for the organization. ISP using the existing infrastructure is also required to facilitate upgrading the worn-out Network equipment both at the Head Office and Field sites.

### 4. SCOPE OF WORK:

The scope of work will include but not limited to the ISP performing the following activities





20 YEARS

- a) Conduct a site survey to establish the organization's requirements. (This is applicable at the Country Head Office).
- b) Prepare a proposal for provision of a Fibre Optic link, Wide area Network (WAN), Wi- Fi and Broadband internet for the organization's Head Office.
- c) Provide comprehensive onsite user training on new tools to be introduced to Nonviolent Peaceforce South Sudan Office I.T Department.
- d) Develop and document a Maintenance Agreement (Service Level Agreement) for long term maintenance of the system and continuous user training.
- e) ISP must implement a bidder neutral network structure with redundancy and provide evidence of redundancy.
- f) Provision and installation of Server Rack and Manageable 24 ports Switch in the I.T office on lease for the period of the given contract.
- g) The ISP will create a separate Bandwidth pool which shall be managed independently by NPSS I.T Department. And ISP should clearly indicate the management tools it wishes to be deployed for managing the pool system for security or any other purposes to it and will conduct comprehensive training on the new tools to the users before handing it over to the organization.

5. **MANDATORY EVALUATION CRITERIA** (Required to proceed to the Technical Evaluation Stage):

**MR= Mandatory Requirements.**

No Requirements Indicate page submitted in the tender document

MR 1 Submit 1 (one) Original and 1 (one) copy of the tender document

MR 2 Bidding documents must be paginated/serialized. All bidders are required to submit their documents paginated in a continuous ascending order from the first page to the last in this format; (i.e. 1,2,3 n where n is the last page)

MR 3 Submit a copy of company's valid Certificate of Registration Incorporation/Business name

MR 4 provide copy of company's current valid tax compliance certificate

MR 5 Duly completed tender form signed and stamped.

MR6 Tender form duly completed and signed by the tenderer of his authorized agent.

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MR 7 Provide proof of Telecommunications Installer license issued by Communications Authority of South Sudan (NCA).





MR 8 Provide a warranty and free maintenance for a period of 12 months for new equipment bought for the installations.

MR 9 Provide proof of authorization & Support by the equipment manufacturers to sell/service the product.

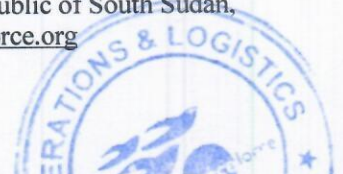
MR 10 The Bidder must have a data centre within the Country with a Standby back-ups in cloud or in any other countries outside the country.

MR 11 The Bidder must clearly state and illustrate its security architecture within its setup and other external partners connected to its setup.

## **6. TECHNICAL SPECIFICATIONS GENERAL**

These specifications describe the requirements for each of the item as per required specifications. Bidders are requested to submit with their offers the detailed specifications, brochures, catalogues, etc. for the products they intend to supply for this tender.

- 4.1 Bidders must indicate on the specifications/requirements sheets whether they comply with each specified requirement for various sites and equipment.
- 4.2 All the requirements for connectivity and capacities of the equipment to be supplied shall not be less than those required in these specifications. Deviations from the basic requirements, if any shall be explained in detail in writing with the offer, with supporting data such as calculation sheets, etc. Nonviolent Peaceforce South Sudan reserves the right to reject the products, if such deviations. use and operation of the products.
- 4.3 The Bidders are requested to present the following information along with their offers as follows: (I) Shortest possible delivery period of each product/service. (ii) Information on warranty as required (iii) Bidders price schedule must indicate clearly all One-Off costs and Recurrent costs.





## 5. KEY REQUIREMENTS FOR CONNECTIVITY.

5.1. A web-based network monitoring tool **MUST** be provided with a user-friendly GUI with capabilities of bandwidth allocation, network monitoring to the node, remote LAN access (VPN) sessions, content filtering and management of the wireless environment. Should have the ability to report any faults giving exact location and identification of the faulty equipment as well as sending notification to the network admin. And clearly mention any other developed NMS that you wish to introduce and **MUST** contain the above features, and ISP will provide comprehensive training on using them to the I.T department.

5.2. On security, the connectivity must guard against malicious spam or attacks (e.g. denial of service attacks, computer viruses, spams and Junk mails) to be perpetrated from any network external to NPSS Head Office.

5.3. There should be service guarantees in terms of availability and reliability through well designed and protected circuits on the core network.

5.4. The Service provider should also have well established fault handling procedures allowing for very minimal downtimes to NPSS.

5.5. Service Provider's core and access networks should be backhauled on different networks that are all independently interconnected in a secure data centre thereby ensuring that NPSS will be guaranteed of services even in case of a single circuit failing.

5.6. The service provider **MUST** provide connectivity to different international internet gateways that should offer NPSS high levels of redundancy to the internet with auto fail over mechanisms.

5.7. Specific traffic will be secure (i.e., encrypted by the network using internationally approved encryption techniques and standards), and will be suitable for carrying classified information.

5.8. All the continuously available services shall be scheduled to be available 365 days a year and 24 hours a day, apart from maintenance times which may be scheduled or emergency in nature.

5.9. A separate draft of Service level Agreement (SLA) should be provided to ensure guarantee of the services.

5.10. Clearly indicate that any terminal equipment supplied as part of this tender, both indoor and outdoor necessary to set up the links, shall remain property of the ISP.

5.11. Dedicated Public IP addresses for the field offices to enable remote administration of servers and





the entire network from Nonviolent Peaceforce South Sudan Head Office. OR suitable Network Address Translation to enable access of shared resources (servers, printers etc.) in all the field offices seamlessly.

5.12. ISP will create a dedicated bandwidth pool for field sites and Head Office and will independently be managed by NPSS IT department. And ISP MUST assign an independent monitoring tool for it with comprehensive training how to operate it if needed.

**Location and local loop sites requirements:**

NB. Bidder shall provide Fibre connection to NPSS Guest House located behind Juba regency hotel Tongping and Head Office located at Kololo, near American Residents after determining Site survey is a must for Juba Head office by every bidder. NPSS already have equipment at the field as described below: -

Connectivity: KU Band.

Modem: XI Series iDirect Modems

Router: MiKroTik Router Board

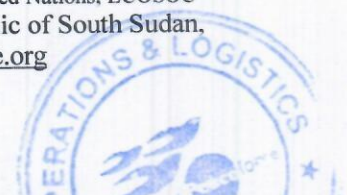
Disk Sizes: 1.2m

Incase of any upgrade to new systems and equipment, please clarify indicate with its costs or on lease



**TECHNICAL BANDWIDTH SPECIFICATIONS PER FIELD SITES WITH OPTIONS:**

Fields.	OPTIONS	Descriptions	Monthly cost USD	Yearly Cost USD
<b>Bentiu Beyond Respond (BBR)</b>	1	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
	2	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
<b>Bentiu POC (BPOC)</b>	1	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
	2	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		



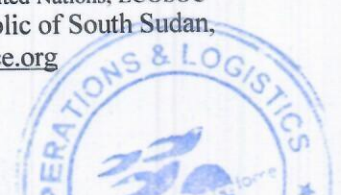


		license.		
<b>Juba POC (JPOC)</b>	1	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
	2	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
<b>Mundri</b>	1	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
	2	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
<b>Ulang</b>	1	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
	2	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:1,		

		(Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
<b>Walgak</b>	1	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 1.5mbps/512kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
	2	VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:1, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
		VSAT Connectivity, KU Band X1 Series iDirect modem or latest 2mbps/1024kbps with contention ratio 1:2, (Downloads/Uploads). Cisco Meraki MX64 with 3 Years Ent license.		
<b>Juba Office</b>	1	Fibre Optic 15mbps/15mbs with high level redundancy with contention ratio of 1:1.		
		Fibre Optic 15mbps/15mbs with high level redundancy with contention ratio of 1:2.		
	2	Fibre Optic 20mbps/20mbs with high level redundancy with contention ratio of 1:1.		
		Fibre Optic 20mbps/20mbs with high level redundancy with contention ratio of 1:2.		
	3	Fibre Optic 30mbps/30mbs with high level redundancy with contention ratio of 1:1.		
		Fibre Optic 30mbps/30mbs with high level redundancy with contention ratio of 1:2.		
	4	Fibre Optic 35mbps/35mbs with high level redundancy with contention ratio of 1:1.		
		Fibre Optic 30mbps/30mbs with high level redundancy with contention ratio of 1:2.		

**IT Support Services**

<b>Sn</b>	<b>Service descriptions</b>	<b>Weekly Charges</b>	<b>Monthly charges</b>
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		USD	USD
1	Weekly IT Support services (This includes printer maintenance, scanning, trouble shooting, in Juba head office, Guest house, Juba POC and remote support to the field offices. (Please take note the IT support service DOES NOT include Software licenses subscriptions and renewals. And Any spare parts that may need to be replaced)		

**B Payment Terms**

B1- Nonviolent Peaceforce will make payment 30 days after presentation of document supplier signed delivery note and invoice.

B2- All payments shall be made in United State dollars by bank transfer or cheque

**F Declaration by the Bidder:**

I/we, the Bidder, hereby confirm compliance with the following (which are attached to this RFP):

- Nonviolent peace force's Terms and Conditions of Purchase.

I/we also confirm that Nonviolent peaceforce may in its consideration of our offer, and subsequently, rely on the information provided in this document.

I (Name) \_\_\_\_\_ Title \_\_\_\_\_

authorized to represent the above-detailed company and to enter into business commitments on its behalf.

Company \_\_\_\_\_ Date \_\_\_\_\_





## Nonviolent Peaceforce Terms and Conditions of Purchase

### 1. Definitions and Interpretation

These terms and conditions ("**Conditions**") form part of the contract between the supplier ("**Supplier**") and Nonviolentpeaceforce (**the** "**Customer**"), in relation to the purchase order ("**Order**") (the Order and the Conditions are together referred to as the "**Contract**"). Terms not otherwise defined herein shall have the meaning given to them in the applicable Order.

### 2. Quality and Defects

2.1 The Goods and the Services shall, as appropriate:

- a) correspond with their description in the Order and any applicable specification;
- b) comply with all applicable statutory and regulatory requirements;
- c) be of the highest quality and fit for each purpose held out by the Supplier or made known to the Supplier by the Customer;
- d) be free from defects in design, material, workmanship and installation; and
- e) be performed with the best care, skill and diligence in accordance with best practice in the Supplier's industry, profession or trade.

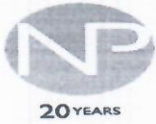
2.2. The Customer (including its representatives or agents) reserves the right at any time without the provision of prior notice to audit the Supplier's records, inspect work being undertaken in relation to the supply of the Goods and Services and, in the case of Goods, to test them.

### 3. Ethical Standards

**3.1.** The Supplier shall observe the highest ethical standards during the performance of its obligations under this Contract including international labour standards promoted by the International Labour Organization including in the areas of child labour and forced labour.

**3.2.** The Supplier, its suppliers and sub-contractors shall comply with all environmental, public health & safety, and product safety statutory and regulatory requirements and standards, shall not in any way be involved in (a) the manufacture or sale of arms or have any business relations with armed groups or governments for any war related purpose; or (b) terrorism and shall check its staff, suppliers and sub-





contractors against the following sanctions lists: UK Treasury List, EC List, OFAC List and US Treasury List and comply with all regulatory requirements relating thereto.

**3.3.** The Supplier shall comply with the following Customer Policies, which are available upon request: Child Safeguarding and Anti-Bribery. *[Note: query whether these should be defined]*

#### **4. Delivery/ Performance**

**4.1** The Goods shall be delivered to, and the Services shall be performed at the address and on the date or within the period stated in the Order, and in either case during the Customer's usual business hours, except where otherwise agreed in the Order. Time shall be of the essence in respect of this Condition 4.1.

**4.2.** Where the date of delivery of the Goods or of performance of *Services* is to be specified after issue of the Order, the Supplier shall *give* the Customer reasonable written notice of the specified date.

**4.3.** Delivery of the goods shall take place and title in the Goods will pass on the completion of the physical transfer of the goods from the Supplier or its agents to the Customer or its agents at the address specified in the Order.

**4.4.** Risk of damage to or loss of the Goods shall pass to the Customer in accordance with the relevant provisions of incoterms rules as in force at the date the Contract is made or, where incoterms do not apply, risk in the Goods shall pass to the Customer on completion of delivery. *{Note: need to specify incoterm in the Purchaser Order if this is to work.}*

**4.5.** The Customer shall not be deemed to have accepted any Goods or Services and shall retain its right to reject such Goods and Services until the Customer has had reasonable time to inspect them following delivery and/or performance by the Supplier.

**4.6.** The Customer shall be entitled to reject any Goods delivered or Services supplied which are not in accordance with the Contract. If any Goods or Services are so rejected, at the Customer's option, the Supplier shall forthwith re-supply substitute Goods or Services which conform with the Contract. Alternatively, the Customer may cancel the Contract and return any rejected Goods to the Supplier at the Supplier's risk and expense and the Supplier shall repay to the Customer any amount paid in relation to such Goods or Services.





## 5. Indemnity

The Supplier shall indemnify the Customer in full against all liability, loss, damages, costs and expenses (including legal expenses) awarded against or incurred or paid by the Customer as a result of or in connection with any act or omission of the Supplier or its employees, agents or sub-contractors in performing its obligations under this Contract, and any claims made against the Customer by third parties (including claims for death, personal injury or damage to property) arising out of, or in connection with, the supply of the Goods or Services or a breach of Clause 2.

## 6. Price and Payment

Payment in arrears will be made as set out in the Order and the Customer shall be entitled to off-set against the price set out in the Order all sums owed to the Customer by the Supplier.

## 7. Termination

7.1. The Customer may terminate the Contract without liability to the Supplier in whole or in part at any time and for any reason whatsoever by giving the Supplier at least one month's written notice.

7.2. The Customer may terminate the Contract with immediate effect by giving written notice to the Supplier and the Supplier shall pay to the Customer any losses (including all associated costs, liabilities and expenses, including legal costs) incurred by the Customer as a consequence of such termination and/or breach from the Supplier at any time if the Supplier:

- becomes insolvent, goes into liquidation, makes any voluntary arrangement with its creditors, or becomes subject to an administration order or other similar bankruptcy process;
- is in material breach of its obligations under the Contract; or
- is in breach of any of its obligations and fails to remedy such breach within 14 days of written notice to remedy from the Customer.

7.3 In the event of termination, all existing purchase orders must be completed.

## 8. Supplier's Warranties

8.1 The Supplier warrants to the Customer that:

a) it has all necessary internal authorizations and all authorizations from all relevant third parties to





enable it to supply the Goods and the Services without infringing any applicable law, regulation, code or practice or any third party's rights;

b) it will not and will ensure that none of its employees will accept any commission, gift, inducement or other financial benefit from any supplier or potential supplier of the Customer; and

c) the Services will be performed by appropriately qualified and trained personnel, with the best care, skill and diligence and to such high standard of quality as it is reasonable for the Customer to expect in all the circumstances.

### **9- Force majeure**

9.1 Neither the Supplier nor the Customer shall be liable for any failure or delay in performing its obligations under the Contract to the extent that such failure or delay is caused by an event that is beyond that party's reasonable control and was not reasonably foreseeable at the date of the Order (a "Force Majeure Event") provided that the Supplier shall use best endeavors to cure such Force Majeure Event and resume performance under the Contract.

9.2 If any Force Majeure Event prevents the Supplier from carrying out its obligations under the Contract for a continuous period of more than 14 days, the Customer may terminate the Contract immediately by giving written notice to the Supplier.

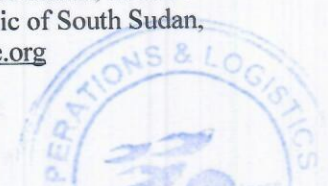
### **10. General**

10.1 The Supplier shall not use the Customer's name, branding or logo other than in accordance with the Customer's written instructions or authorization.

10.2 The Supplier may not assign, transfer, charge, subcontract, novate or deal in any other manner with any or all of its rights or obligations under the Contract without the Customer's prior written consent.

10.3 Any notice under or in connection with the Contract shall be given in writing to the address specified in the Order or to such other address as shall be notified in writing from time to time. For the purposes of this Condition, "writing" shall include e-mails and faxes.

10.4 If any court or competent authority finds that any provision of the Contract (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions of the Contract shall not be affected.





10.5 Any variation to the Contract, including the introduction of any additional terms and conditions, shall Only be binding when agreed in writing and signed by both parties.

10.6 The Contract shall be governed by and construed in accordance with English law. The parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales to settle any dispute or claim arising out of or in connection with the Contract or its subject matter or formation.

10.7 A person who is not a party to the Contract shall not have any rights under or in connection with it.

