



**DCA SS PRFO-23-0075JB-CO**  
**Request for Quotation for Internet Service**  
**Provision for Country Office**  
**Juba, South Sudan, Guest House, and Field**  
**locations.**

**Terms of Reference (ToR)**

Supply and installation of dedicated internet Connection service for the DCA SS Country office requires the services from an Internet Service Provider (ISP) for its various internet services (Bandwidth speed 2560/5120 kbps 1:2 Units MBPS) related requirements.

**1. Background**

DCA is an international humanitarian agency, with a vision to see the world without hunger, poverty, and oppression. The organization derives its work from Christian values whereby active compassion is shown to the world's poorest. We act courageously when injustice is committed against people and when human rights are violated. For more information on DCA and its operations please visit [www.danchurchaid.org](http://www.danchurchaid.org).

**2. Overall purpose and objectives of the Task:**

The ISP shall provide DCA SS Country Office, Field office and Guesthouse with the following:

- Supply and installation of dedicated internet service connection for one (01) year leased with unlimited internet usage to the Country Office, DCA Field office and Guesthouse with the best uptime availability.
- Provision of 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 dedicated line, not share with other customers.
- Provision of three Public/Static IP address required by DCA SS for its firewall and other devices as required by its local and global Policies and procedures.
- Prospective ISP must include their proposed Service Level Agreement (SLA) terms and conditions that would be applicable to this engagement.
- Provide and guarantee redundant routes with appropriate internet speed corresponding to the main link i.e. multi peering routes or any alternative routes backup that will provide access to the internet in case of problems with internet Services Provider's primary connections to ensure the best uptime service availability to minimize or eliminate downtime.
- The availability of the Internet Service for Fiber Optic Lines shall be the best as measured over the period of calendar month.
- The ISP must provide software/tool to DCA SS IT/Procurement Department for checking & monitoring the data transfer rate/usage at any moment. The ISP should also monitor the link health and inform the office if any disruption occurred.
- The ISP must alternate international routes from more than one international internet providers and should be able to route to the best path performance in case of one international internet provider has service interruption or poor performance.
- ISP shall provide 24x7x365 monitoring facility available online that would show historical and real-time performance of the internet service i.e. internet traffic graphic tool.
- The ISP should be in the position to provide higher bandwidth for limited period/longer period if required by DCA SS in short notice. For longer period, our office will amend the contract and reflect the new bandwidth.
- The ISP will be responsible for all equipment/media used for the service and ensure proper maintenance and routine checkup is done as necessary.
- The successful ISP must have 24x7x365 technical assistant or helpdesk; and should inform



- (by email and SMS) DCA SS ICT Focal points about any issues related to the link.
- The ISP shall send a qualified technical representative immediately of trouble/incident to resolve any problem at no additional cost to DCA SS Country Office if the problem cannot be resolved through telephone support or assistance.
  - The ISP should assign a technical focal person who will handle all communication with DCA SS ProLog related to service.
  - The ISP shall inform the DCA SS Country Office at least ten (10) days ahead prior to any monthly scheduled maintenance or twenty-four (24) hours ahead prior to unscheduled emergency maintenance of the side of the Provider.
  - The ISP shall state clearly about compensation/penalty in case of failure of services.
  - The ISP shall complete the supply, delivery, installation, and commissioning of all items within Five (05) calendar business days from receipt of notice of award.
  - The ISP shall confirm in writing any report service interruption due to INTERNET SERVICE PROVIDER's equipment or facilities or causes within its control and adjust or repay part of the charges in accordance with a rebate structure.
  - The ISP shall ensure that a plan for backup is in place to allow continues provision of the services just in case there is interruption with the fiber optic cable.

**Duration of Assignment:** 01 year (renewable up to 04 years). An annual contract. Subject to the quality of the submitted financial and technical proposal including the estimated budget and the quality of the service provided the contract can be renewed for two additional years.

**Supervision and performance evaluation:**

The services will be supervised by the DCA SS Country ICT/ProLog with support from the Country Management Team (CMT) and DCA IT HQ.

**Requirement:**

4-5yrs of working experience with local or INGOs in South Sudan or East African region. Have a valid license (**Business registration and Tax Clearance**) and all other documentation to indicate its full operations in South Sudan governing body of the South Sudan Telecommunications Authority (**NCA**).

**Application Process:**

All interested/qualified ISPs are requested to submit a Quotation on or before January 31 2023 @ 4:00PM CAT by e-mail to the following addresses: [kamm@dca.dk](mailto:kamm@dca.dk), [stjo@dca.dk](mailto:stjo@dca.dk), [agmy@dca.dk](mailto:agmy@dca.dk).

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