

REQUEST FOR QUOTATION FOR FRAMEWORK AGREEMENT FOR INTERNET SERVICE

CARE is a humanitarian and development non-governmental organization committed to working with poor women, men, boys, girls, communities, and institutions to have a significant impact on the underlying causes of poverty. CARE seeks to contribute to economic and social transformation, unleashing the power of the most vulnerable women and girls. CARE’s operations in South Sudan dates back to the early 1980s, focusing on emergency and disaster relief to the conflict affected populations. Currently, CARE South Sudan works in the six States of; Unity, Jonglei, Eastern Equatoria, Bahr el Ghazel, Central Equatoria and Upper Nile States, addressing both humanitarian and recovery/development needs. In development/recovery programming, CARE South Sudan focuses on five broad areas namely Peace Building, Gender and Protection, Food security and Livelihoods, Nutrition and Health, and Partnership and advocacy.

Description of Services

CARE International South Sudan will require internet service throughout the year in Juba and all the field locations. We are now calling for competent and reputable **Internet Service Providers** for **INTERNET SERVICE** in Juba office and all of its field locations. CARE will have an agreement with the selected ISP for a minimum of one year, renewable on a yearly basis.

Issuance Date	Friday, 16 September 2022
Closing Date	Friday, 30 September 2022
Activity Title	Internet Service
Determination of Award	Lowest price, technically acceptable
Quotation validity	Quotations must be valid at least for twelve months
Award Type	Fixed Price Agreement-Framework Agreement for 12 Months
Submission Deadline	Quotations must be received No-Later-Than 4:00PM Juba time, Friday, 30 September 2022 (East Africa Time)
Submission Address	<ul style="list-style-type: none"> - Hard copies can be delivered IN A SEALED ENVELOPE clearly labeled with the name of the vendor and the RFQ activity Title to Care Office located at NPA Building 3rd Floor Opp UNICEF Office-Juba South Sudan . - All hard copies shall be registered with CARE receptionist during submission. - Electronic submission can be sent to SSD.procurement@care.org and Gabriel.Puja@care.org
Questions related to the RFQ	<ul style="list-style-type: none"> - Questions regarding the RFQ shall be submitted to: SSD.procurement@care.org, Gabriel.Puja@care.org and Francis.Ijjo@care.org no later than Thursday, 22 September 2022; 1400 hrs. (SOUTH SUDANESE LOCAL Time). - Care International South Sudan will not respond to questions pertaining to this RFQ over the phone.
Bank Account:	<ul style="list-style-type: none"> - Awarded Bidder should provide a full bank account information for the purpose of wiring payments

Annex 1- Service Detail specification

Provision of AT Group Bandwidth : (C-Band) Download 20224Kbps /7168 Kbps Upload , 1 :1 Dedicated Multiple sites (10) – Group bandwidth on satellite C-B and I direct Services

CARE SOUTH SUDAN SITE INFORMATION				
Site	Technology	upload (Kbps)	Download (Kbps)	Cost (\$)
Panyagor	VSAT	768	1536	
Pariang	VSAT	512	1536	
Yida	VSAT	1024	2560	
Koch	VSAT	768	1536	
Mankien	VSAT	768	2560	
Abiemnom	VSAT	512	1536	
Bentiu	VSAT	768	2560	
Bor	VSAT	768	2560	
Wau	VSAT	768	2560	
Ikwotos	VSAT	512	1280	
Cumulative Pooled Bandwidth	Total Bandwidth	7168	20224	
Total cost		27Mbps		

Note :

- ISP to re- use CARE available equipment which is C Band compliant
- ISP to Provide Traffic Monitoring tools
- ISP to provide 3 references CARE can contact
- ISP to indicate their SLA (service Level Agreement) detailing their service level availability and uptime .
- Submit all regulatory compliances from NCA , this should be up to date and valid
- Provide Agreements with Upstream Providers
- Able to Provide Public IP Addresses
- ISP shall provide 24/7 support and quick response time to calls for technical support
- ISP shall provide internet services of TTL throughput must not exceed 700ms

TECHNICAL SPECIFICATIONS - JUBA

PROVISION OF TERRESTRIAL INTERNET SERVICES

SCOPE OF WORKS

The service provider will be required to provide Internet services in the country office for the capacity:

Location	Total bandwidth	Upstream	Downstream	Total cost in USD
Juba	30Mbps Download; 30Mbps Upload Contention Ratio of 1:1	30 Mbps	30 Mbps	

TERRESTRIAL INTERNET

- I. The Service provider should be able to provide Reliable Fiber optic as primary link and Licensed WiMAX as Secondary link for redundancy based Connection in t h e c o u n t r y o f f i c e
- II. The service provider should provide and demonstrate they have alternate back up internet solution as fallback solution to network outage.
- III. The bandwidths shall be categorized and priced as indicated above both download and upload speeds.
- IV. Acceptable Latencies are between 30ms to 100ms.
- V. The link should be able to support Internet users, applications, and services such as e-mails, browsing, Data communication, v o i c e and Video applications. Offer should provide the following options for bandwidth requirements. With no additional payment or limitation by traffic amount [unlimited traffic - no download quota] and time.
- VI. Provide at least 2 Public IP Addresses.
- VII. The Service provider shall be required and must provide complete Escalation process, technical support/Helpdesk within the shortest time of reported case, this will include and not limited to Monitoring and troubleshooting purpose, resolving incidents related to internet access, the network should be monitored end to end to ensuring quality of service and a high availability level, not less than 99.9% link uptime.
- VIII. The selected service provider must have physical presence, including availability of 365/24/7 technical support in Juba, South Sudan.
- IX. The Provider should quote the installation fee "if any" in dollars which will run through the LTA period for terrestrial connection
- X. The selected providers will supply all the required Customer Premises Equipment at no Cost. XI. The delivery must not be more than 1 week after a purchase Order is issued.
- XII. All failed equipment must be replaced in less than 12 hours of reporting and troubleshooting.
- XIII. Terrestrial internet connection equipment will remain the property of the service provider and CARE will at no circumstance purchase any equipment.
- XIV. Providers should avail all regulatory compliance and licensing authorizations by NCA this should be valid active licenses
- XV. Provider shall provide CARE with a Service management Portal that should provide real time visibility to bandwidth utilization and consumption.

Mandatory documents to be submitted for vendor registration:

S/No	Documents included for vendor set up as a <u>COMPANY</u>
1.	The company profile
2.	Past work experience letter recommendations
3.	Tax identification number
4.	Tax clearance certificate
5.	Membership certificate from the responsible body where the company operates in.
6.	Registration certificate from the Ministry of Justice
7.	Operation license
8.	Trade license for specialized services like hotels, aviation, pharmaceuticals etc. in case.
9.	Vendor's questionnaire (format below)

10.	First page of memorandum and articles of association and the page with shares allocation/board of directors.
11.	Passports or national IDs for each of the company board of directors as the shareholders. NB: The details of the IDs should be clearly readable.
12.	A copy of void cheque of the bank account provided to CARE South Sudan
13.	Cover Letter, signed and stamped by an authorized representative of the Supplier-Vendor with company/contact details.
14.	Contact list of past clients (preferably INGOs and Cooperate Business, at least three (3) they have provided services in the past 3 years, recommendation letters should be attached.
	PLEASE SPECIFY and INCLUDE WITH YOUR QUOTATION
	- Payment Terms
	- Delivery Time
	- Payment Schedule
	- Payment Method
	- Price Validity

NOTE: *Bids that do not submit up to date valid National Communication Authority (NCA) registrations will be deemed "technically non-compliant" and will therefore be disqualified*



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VENDOR QUESTIONNAIRE (Confidential)

Note: CARE Standard Payment Terms are 30 days from receipt of goods or service and a CARE approved invoice.

I. REQUIRED INFORMATION (Please Print Clearly)

CARE Contact Name:			
Company/Individual Name:			
Owner Name (if different from above):		Nationality of Owner:	
Contact Person:			
Full Address (Street/City, etc):			
Phone No:		Fax No:	
E-mail:		Website:	

II. CUSTOMER REFERENCES

Provide 3 current customer references, listing customer, phone number, contact person, contact's e-mail and a description of the product or service provided to the customer. (If you need additional space please use a separate page.)

1	Name of Organization/Business			
	Name of Contact Person		Title	
	E-mail:		Phone:	
	Type of product / service provided to client			
2	Name of Organization/Business			
	Name of Contact Person		Title	
	E-mail:		Phone:	
	Type of product / service provided to client			
3	Name of Organization/Business			
	Name of Contact Person		Title	
	E-mail:		Phone:	

	Type of product / service provided to client	
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III. Indicate below the products or services sold or provided by you

[a]	[b]
[c]	[d]
[e]	[f]
[g]	[h]

IV. Registration of Business

1. Is your firm registered as a business entity with the government?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
2. If YES, please provide your business registration number		
3. If applicable, please provide Sales Tax Registration Number		
4. Please provide Tax ID number		
5. Indicate how long have you been in this type of business		
6. Have you ever done business with other aid agencies? If so, provide names of agencies immediately below:	YES <input type="checkbox"/>	NO <input type="checkbox"/>
7. Are you related to any person currently employed with CARE?	YES <input type="checkbox"/>	NO <input type="checkbox"/>
8. If YES, please provide name and position		

9. Provide here, any additional information regarding your business	
NOTE: Government regulations may require CARE to deduct taxes on any transaction prior to effecting payment to the vendor.	

V. Certification

<p>I certify that the foregoing is true and complete to the best of my knowledge and belief and that no material changes have occurred to the business which would affect any of the above representations.</p> <p><i>CERTIFICATION REGARDING TERRORISM: Seller hereby certifies that it has not provided and will not provide material support or resources to any individual or organization that it knows, or has reason to know, is an individual or organization that advocates, plans, sponsors, engages in, or has engaged in an act of terrorism.</i></p> <p>Misrepresentation above may result in cancellation and severing all ties with the agency/person and will be deleted from CARE’s database of clients. I have read the above statement and certify under oath that the information contained herein is true and accurate to the best of my knowledge and belief.</p>		
Name of Person Completing Form (Please print clearly)		
Title:	Signature:	Date:

FOR PROCUREMENT USE ONLY	
<input type="checkbox"/> Anti-Terrorism Check Completed	<input type="checkbox"/> Customer References Verified