



Request for Proposal (RFP): Provision of 20Mbps/20Mbps Fiber Internet Service

1. Introduction

Vétérinaires Sans Frontières Germany (VSF Germany, Ger.: Tierärzte ohne Grenzen e.V.) is a German non-profit organization with its headquarters based in Berlin, Germany. It is a dynamic organization whose work is driven by a strong commitment towards the health and well-being of humans, animals and the environment that surrounds them, supporting efforts aimed at saving lives and ending suffering in Eastern Africa - a work that transcends international borders and sector boundaries to achieve the One Health Agenda in a global setting.

VSF Germany has been implementing projects in the Horn of Africa since 1998. The organization has a Regional Office in Nairobi (RON), Kenya, and Country Offices (CO) in Kenya, Somalia, Ethiopia, South Sudan, Sudan and Uganda.

VSF Germany bases its work on up-to-date knowledge and practical experience. This guarantees accountability, transparency and professionalism in implementing the projects. The organization resiliently and persistently works to save lives (with Humanitarian Assistance) and contributes to bringing about lasting improvements to human, animal and environmental well-being (Development Cooperation.)

VSF Germany, is seeking proposals from qualified and experienced Internet Service Providers (ISPs) to provide a **20Mbps/20Mbps fiber-based internet connection** for our Juba office. The selected ISP will be expected to deliver reliable, high-speed internet service with excellent customer support.

2. Scope of Services

- Provision of a reliable Fiber based, dedicated Internet Access Services for VSF Germany.
- Provision of a means to monitor bandwidth utilization
- Provision of an escalation Matrix for support purposes
- Provision of a clearly defined Service Level Agreement for uptime and response time
- Seamless integration of fiber internet with the organization' s Meraki router

3. Internet Services Requirements and specifications

The internet services to be provide must:

- Provide a dedicated 20Mbps/20Mbps fiber-based internet connection at the VSF Germany office in Juba, South Sudan.
- Ensure a connection that is stable and meets the specified bandwidth requirements.
- Seamlessly integrate with the existing Meraki router, which will serve as the interface between our LAN and the ISP.
- Offer ongoing technical support and maintenance for the duration of the contract.

- Ensuring a high level of service availability and quick resolution of any issues.
- Provide Redundancy and failover options to ensure uninterrupted connectivity.
- Provide an Escalation Support Matrix
- List of Equipment to be provided by the ISP , ownership status and administration status

Proposals must include:

- Registration documents, tax clearance documents, Memorandum and articles of association, operating licences and Company profile, including experience in providing fiber internet services.
- Detailed technical specifications of the proposed service.
- Installation and activation timelines.
- Service Level Agreement (SLA) outlining uptime guarantees, support response times, and escalation procedures.
- Detailed pricing, including installation fees, monthly charges, and any additional costs.
- References from at least three current or past clients with similar bandwidth
- A plan for integrating the fiber connection with the existing Meraki router.

4. Evaluation Criteria

Proposals will be evaluated based on the following criteria:

- Technical capability and experience.
- Reliability and quality of the proposed service.
- Cost and value for money.
- Customer support and SLA terms.
- References and past performance.
- Integration plan with the Meraki router.

5. Submission Guidelines

Proposals should be submitted electronically to emmanuel.juma@vsfg.org, copying ITsupport@vsfg.org and gabriel.gutnyin@vsfg.org.

6. Submission deadline.

Your complete tender submission must be received by

23rd August 2024 by 4pm CAT. Please ensure that the subject line reads

"Proposal for 20Mbps/20Mbps Fibre Internet Service." And Hard copies Delivered in the

Tender Box at the reception of VSFG by or before the closing date,

We appreciate your prompt attention to this matter. If you have any questions or require further clarification, please do not hesitate to contact us at emmanuel.juma@vsfg.org

Thank you for considering our request. We look forward to receiving your proposal.

Yours sincerely,

Procurement department.

VSF-Germany.




Vétérinaires
Sans Frontières
Germany