

Terms of Reference

For Mobile Phone Network Services - Sudan

Title : Mobile Phone Network Services
Services / Work Description : Provision of Mobile Phone Services for DRC Sudan
Type of Contract : Service Contract
Latest Expected Service Start Date: 1st December 2020

1. Introduction and background

Danish Refugee Council (DRC) is an international non-governmental organization, which promotes and supports durable solutions to the problems faced by refugees and internally displaced people all over the world. Danish Demining Group (DDG) is the technical specialized unit of DRC, DDG working to protect conflict affected communities. To that end, DDG works to improve safety, strengthen community resilience, and build local capacities to reduce and remove weapons-related risks, and factors that may result in use of weapons.

Sudan country programme was established in 2004, initially responding to conflict in the Jebel Mara region of Darfur and South Kordofan. Today, DRC continues to respond to both acute and protracted humanitarian needs across 8 localities in Central Darfur State via five base offices, as well as in Um Dukhun in South Darfur and in Khartoum, the capital where the country office is also located. In the east of Sudan, DRC works through a consortium partner in Kassala and Gedaref states. The country programme focuses on three sectors: Protection, Economic Recovery, and Safer Communities (currently CDRS).

DRC Sudan seeks mobile phone Network / cellular service providers across the country operations for wider network coverage and better communication especially in the areas where DRC is operational.

1. Objectives

Overall objective of mobile phone network service providers, which would cover the provision of voice communications, data communications and related services, in a cost effective way thereby efficiently delivering programme activities.

DRC Sudan, therefore, seeks to set up a Service Contract with Mobile Service Providers that are licensed by Government of Sudan. The contract shall be valid for two (2) year with the possibility to renew for one (1) more additional year upon satisfactory performance.

2. Scope of the Services

The DRC Sudan Country Office hereby invites potentially qualified mobile Service Providers which offers Closed User Group (CUG) service that supports GSM/GPRS which is connected to its Fixed Telephone Private Branch Exchange (PBX). The specific scope of services are:

1. **Number of Subscribers:** Approximately 200 Subscribers with another 100 or so reserved for the DRC as a contiguous block of Defined Numbers. Subscribers are defined as any individual from within DRC when confirmed by DRC Sudan country office. The order can only be made and approved by DRC or delegated representative.

Offices	Number of Subscribers (Approximately)
Khartoum	50
Zalangei	25
Garsila	30
Umdukhun	15
Nertiti	45
Golo	20
South Kordofan	15

2. **Closed User Group:** Service provider will offer to DRC with different packages including free minutes, free SMS, mobile data within CUG and free minutes to other networks with monthly line rent in SDG.

3. Sim Cards

- a) All post-paid SIM cards shall be part of the CUG (Closed User Group).
- b) DRC will request for pre-paid SIM Cards only for their visitors
- c) The service provider shall replace free of cost any lost or damaged Post Paid SIM cards with the same call number within a maximum of one (1) working day upon written notification by DRC;
- d) International access shall not be provided by default to DRC Post-Paid subscribers but can be activated within one working day after DRC's written request. In addition to International access restriction, the Service Provider shall restrict selected groups of Subscribers to calling only Closed User Group within one working day after DRC Head of Support Services (or his/her designated representative's) written request. Moreover, the Service Provider shall set credit limits for selected groups of Subscribers as requested in writing by the DRC, the Subscriber shall only be allowed to receive and make call to one emergency number (e.g. 0XXX 1111). This option shall be at no additional cost to DRC; and
- e) Roaming services shall be provided by the Service Provider to DRC Post-Paid subscribers upon written request from DRC specifying the line(s) involved and within one working day from such written request. Likewise, the Service Provider shall restrict selected groups of Subscribers roaming services outside Sudan upon written request from DRC specifying the line(s) involved and within one working day from such written request.

4. GSM

- a) DRC mobile subscribers should have the ability to call any network, mobile or otherwise, within Sudan and abroad unless restricted at the request of DRC as per paragraph 3. Mobile phones should be able to receive calls from all the network service providers within Sudan and abroad, except from numbers barred at the request of DRC;
- b) Closed User Group operation;
- c) International Roaming;
- d) SMS broadcast;
- e) Barring of incoming calls from selected mobiles; and
- f) Ability to block international access and roaming

5. **Internet Modem / Dongle:** Service Provider shall provide appropriate internet portable device with fixed packages to ensure best service for DRC Sudan.

6. Other Technical Requirements

- a) Provide the contractual requirements for the service (i.e. such as term of the contract, return policy for defective products, early termination penalty, etc.).
- b) Describe your voice service and equipment offering (i.e. call waiting, caller ID, call hold, call forward, voicemail with numeric paging, corporate pooled minutes, long distance, free mobile phones with multi-year commitment, etc.).

- c) Describe your wireless data service and equipment offerings, including the technologies used (i.e. Cellular Digital Packet Data, Wireless Internet Access, etc.). What percent of your covered territory uses this technology? Explain the technological advantages of the wireless network your company currently offers. How do you ensure network security?
- d) Based on the estimated number of phones, provide a detailed description of local, regional and international plans for DRC Sudan employees/users under the corporate account. For each plan, include monthly access fee and local airtime for minutes over plan allotment rate.
- e) Describe your fraud protection plans.
- f) Please briefly explain how your network is protected in the event of a disaster, i.e. flood, hurricane, thunderstorm, etc.
- g) Describe your hours of peak and off-peak usage (if applicable).
- h) A number of units utilized by DRC Sudan employees are “email critical” Smart Phone devices. These employees will need devices with wireless messaging, data, etc. services. Please describe available Smart Phone units.
- i) As this service will be utilized by a number of DRC Sudan employees who routinely travel to different locations in the country, do you expect any areas of the country to be less accessible in terms of connectivity?
- j) Are samples of your products available for a subset of our users to try before we agree to purchase?

7. Billing

DRC Sudan expects to receive one invoice per month from the service provider in which each call is fully documented with at least start/end date and time, call duration, origin and destination, telephone numbers, and cost per call.

8. Customer Services

- a) Any service interruptions must be resolved within 12 hours. The Service Provider must provide the names and telephone numbers of persons to contact in the event of a service interruption.
- b) The required services shall be rendered on a 24 hours around the clock, basis.
- c) Possession of a Call Center
- d) Include the procedure for reporting outages and notification to DRC Sudan in case of scheduled maintenance, emergency maintenance and/ or other outages
- e) Describe your pre-and post-sale support services, including but not limited to:
 - Assigned single point of contact for DRC Sudan;
 - Delivery of timely SIM Cards and Internet devices;
 - Technical support and hours;
 - Maintenance;
 - Indicate customer service hours

9. Account Management

- a) DRC needs to activate the new SIM Cards? If yes, what steps does DRC staff need to take to activate SIM cards? What action does this DRC Staff need to take if there are problems with the activation? Will you assign an account manager who will be easily contacted?
- b) What is the timeframe, i.e., maximum number of days, for activating a new SIM Card or replacing a SIM?
- c) Process required for cancellation of SIM card
- d) Process required to transfer the SIM Card from DRC name to individual
- e) Process required for migration of existing mobile numbers to other network

10. Warranty & Termination

- a) Provide warranty information for network coverage
- b) Mention the terms & conditions for termination of service agreement by either party

How to apply

a. Application process

Interested applicants who meet the required qualifications and experience are invited to submit their expression of interest to tender.ro06@drc.ngo or sealed envelope to DRC office in Sudan House No. 23, Block No. 9/H, Street 29, Al Amarat; Khartoum, Sudan which includes the following documents:

- Company Profile
- List of Current Clients
- Valid Registration & Operator License
- Annex A: DRC Bid Form (Technical bid and Financial bid)
- Annex B: Tender and Contract Award Acknowledgment Certificate
- Annex C: Supplier Profile and Registration
- Annex D: DRC Supplier Code of Conduct
- Annex E: DRC General Conditions of Contract
- Annex F: References
- Annex G: Framework Agreement Template
- Annex H: Terms of Reference

Deadline to submit the expression of interest is **2nd November 2020**.

b. Assessment and award of Service Contract

DRC will evaluate the proposals and award the assignment based on **technical (70%) and financial (30%)** feasibility. DRC reserves the right to accept or reject any proposal received without giving reasons and is not bound to accept the lowest or the highest bidder. **Only shortlisted Service Providers will be contacted for the Presentation with the panel to ensure about offered services.** Any subcontracting of the consultancy will not be accepted.

Selection Criteria

Sr No	Criteria	Points Scale (1-10)	Total Weightage
1	Geographical Location & Proposed Services		
1.1	Network coverage locations across the country. Currently DRC has established offices / sites are: 1) Khartoum 2) South Kordofan 3) Zalangei 4) Nertiti 5) Golo 6) Garsila 7) Umdukhun Whereas Central Darfur is overall working area of DRC.	1-10	40%
2	Experience		
2.1	List of current clients and previous experience with good track record in serving international organizations, embassies, government agencies, private and multinational companies for at least 5 years.	1-10	20%

3	Proposed services		
3.1	Service provider must provide different options for Closed User group	1-10	30%
3.2	Offered customer services 24/7. Focal point from service provider, Emergency contract detail	1-10	10 %