

Terms of Reference For Internet Service Provision (ISP) - Sudan

Title : Internet Service Provision (ISP)
Services / Work Description : Provision of Internet Services for DRC Sudan
Type of Contract : Framework Contract - Services
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 Internet Service Provision (ISP) for its Country Office in Khartoum and field offices located at South Kordofan, Zalangei, Nertiti, Golo, Garsila and Umdukhun for good connectivity.

1. Objectives

The present DRC Terms of Reference aim to provide a framework contract for full TCP/IP Internet Service Provision for the DRC Sudan Country Office, Field and sub field offices. The service should be provided based on fixed monthly fee. Capacity requirement: symmetric minimum 8.0 Mbps bandwidth for the Main and 2 Mbps as backup in field and sub field offices. For Khartoum office minimum 20 Mbps bandwidth will be required. Connection should be cable type, preferably fiber-optic, broadband or wireless solutions may be considered. The service is expected to be highly stable and reliable. The successful provider must have 24/7 coverage for technical assistance and/or helpdesk facilities including after sale services. The framework contract shall be valid for two (2) years with the possibility to renew for one (1) additional year upon satisfactory performance and mutual consent.

2. Scope of the Services

The DRC Sudan Country Office hereby invites potentially qualified Internet Service Provision (ISP) which offers internet services those are reliable, fast and value for money. The specific scope of services is:

1. **Number of Sites & Users:** DRC has following sites and tentative number of users at each site:

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

DRC has also leased commercial apartments in Khartoum for international staff:

Residence	Number of Sites (Approximately)
Khartoum 2	5

2. Internet Equipment: Service Provider shall provide both options to rent or purchase if any specific equipment is required.

3. Other Technical Requirements

- a) Speed requirement: symmetric minimum 10.0 Mbps bandwidth for field and sub field offices in central Darfur
- b) Speed requirement: symmetric minimum 20 Mbps for country office in Khartoum
- c) In case of share channel, the minimal guaranteed bandwidth should be clearly mentioned in the proposal
- d) Connection should be of cable type, preferably fiber-optic; broadband, Vsat or wireless solutions may be considered.
- e) No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection.
- f) Subnet of at least 14 static publicly routable IP addresses is required
- g) Service reliability must be ensured. Overall uptime should not be less than 99% for entire contract period.
- h) Data confidentiality guarantee; Provider may not scan traffic (if this should be done for finding problems in the network a prior DRC Sudan agreement must be obtained).
- i) All necessary hardware, cabling and software (if required for Internet service setup) should be provided and set up by the provider.
- j) DRC will only provide accommodation in Central Darfur whereas transportation and food will be arranged by Internet Service Provider for their technical staff
- k) No hidden cost
- l) Offer or should provide a backup internet connection for Khartoum office.
- m) Worldwide accessibility
- n) Support Managed VPN Services
- o) Free and unlimited technical support
- p) Traffic management, network monitoring and access to raw log files
- q) Quality of Service
- r) Fiber optic connectivity from the ISP to the Internet backbone (if offered by ISP)
- s) In case of downtime for DRC offices in central Darfur; ISP ensure to mobilize the technical team within 48 Hours upon receipt of complaint.

4. Billing

- a) DRC Sudan expects to receive one invoice per month from the Internet service provision in which each site name.
- b) Internet service should be based on fixed quarterly fee payment plan with no additional cost

- c) Contract duration: 2 years with possibility for graceful exit with a 30 or 60 days' period of written notice, without penalties for DRC Sudan.

5. Customer Services

- a) The successful provider must have 24/7 coverage for technical assistance and/or helpdesk facilities. Under the normal circumstances all problems should be resolved within maximum 24 hours after the notification from DRC received. The provider is also responsible for contacting designated DRC ICT officer for both scheduled and un-scheduled downtime.
- b) ISP is required to describe what alternate routing or fallback arrangements for continuity of service they have in place (if any), should their primary link(s) to the Internet backbone become non-operational. The ISP is to indicate what contracting arrangement they have with the primary Internet providers they work with.
- c) The selected provider must provide monthly reports on network performance, utilization and usage analysis.
- d) DRC may wish to visit the ISP's Network Operations Centre.
- e) The successful provider must have a valid registration, physical presence, including availability of technical support, in Sudan
- f) Describe your support services, including but not limited to:
 - Assigned single point of contact for DRC Sudan;
 - Delivery of timely Internet services for down time;
 - Technical support and hours;
 - Maintenance;

6. Implementation timeline

All installation works should be accomplished and connection launched within 15 calendar days after the signing of the Contract.

7. Warranty & Termination

- a) ISP will provide warranty and after sale services for installed equipment at DRC sites. DRC will not pay any amount for damage, malfunctioning or any force majeure happened to the installed equipment
- b) ISP will ensure to replace the damage part or equipment within 48 Hours from the receipt of complaint
- c) 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 Internet Service Provider 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		
1.1	Internet Coverage, Reliable, fast Internet services for DRC locations. Currently DRC has established offices / sites are: 1) Khartoum 2) South Kordofan 3) Zalangei 4) Nertiti 5) Golo 6) Garsila 7) Umdukhun 8) Leased apartments (Khartoum 2) 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	10%
3	Proposed services		
3.1	Minimum 5 Mbps Internet bandwidth for fiber optic / broadband / Vsat services etc	1-10	20%
3.2	Technology Fiber Optic = 10 Others technology = 5	1-10	20%
3.3	Offered customer services 24/7. Focal point from service provider, Emergency contract detail. Free after sales services will add value.	1-10	10 %