



Establishment of Multiple Long-Term Agreements (LTAs) for the provision of Mobile Communication Services and Fixed Internet Services for UN Agencies in Papua New Guinea.

1.0 Definition of Long-Term Agreement (LTA)

Long Term Agreement (LTA) is a non-binding contractual framework that represents an offer on the part of the supplier to provide UN Agencies with their services at the established prices under the terms & condition detailed therein for the duration of the arrangement and does not represent a contract or oblige UN Agencies to spend any monies whatsoever. The UN Agencies are in no way obligated to produce any minimum value of services under this LTA.

An Institutional Contract/ Purchase Order will be issued by each UN Agency for a specified requirement based on the agreed rates as per the LTA, the Institutional Contract / Purchase Order will incorporate all the Terms and Conditions contained herein.

UN Agencies liability will be limited to the Institutional Contract / Purchase Order only for the service requirements stipulated herein and no increase in that total liability of UN Agencies or in the price of service will be authorized or paid to the Supplier unless such increases have been pre-approved by the UN Agencies prior to any provision of Service.

UNICEF as the lead Agency for this LTA, reserves the right to discontinue the use of the LTA with a selected company if the quality level or performance level is not satisfactory to the UN Agencies.

Note: Bidders can submit proposals to both LOTS or just to one LOT.

LOT 1 Mobile Communication Services

LOT 2 Fixed Internet Services

TERMS OF REFERENCE INSTITUTIONAL/CORPORATE CONTRACT

SHORT DESCRIPTION

LOT 1 : LTA Establishment for Mobile Phone Services in Papua New Guinea for UN Agencies

BACKGROUND

With rapid advancements in mobile technology, devices, and network capabilities, coupled with the availability of improved data and voice plans, there is a critical need to reassess the market for mobile communication solutions. These developments present an opportunity to identify and implement more efficient, cost-effective, and reliable services to meet the evolving communication needs of UN Agencies operating in Papua New Guinea.

Establishing a new Long-Term Agreement (LTA) will ensure the uninterrupted provision of high-quality mobile phone and communication services, optimize service delivery and management, and enhance operational efficiency across agencies. This initiative will support the adoption of innovative solutions and align with the strategic objectives of delivering better value and functionality to stakeholders which UNICEF is leading through this LTA.

OBJECTIVE, PURPOSE & EXPECTED RESULTS

- 2.1 The UN Agencies are seeking the provisions of local Mobile Telecommunication Servicers to bolster support for its program activities in Papua New Guinea. The UN Agencies in Papua New Guinea seek to establish a Long-Term Arrangement (LTA) with more than one service provider in Papua New Guinea.
- 2.2 The following outlines the high-level scope of work intended for this assignment:
 - Identify the most suitable Mobile Telecommunication Service Provider for the provision of mobile phone services
 - Develop a comprehensive Long-Term Arrangement with the selected vendor;
 - Facilitate the sign-off and initiation of the new LTA by UNICEF;
 - Contract establishment from individual participating UN Agencies;
 - Provide devices through allocated subsidies or alternative means; and
 - Conduct training sessions for staff on the platform and the use of new devices.

LOCATION AND DURATION

The table below provides the different locations where the offices are for the UN Agencies. These UN Agencies are based at different locations.

#	Agency	Location
1	IOM	Cuthbertson House, Level 3, Cuthbertson St, Port Moresby, NCD 121
2	UNWOMEN	Kina Bank House, Level 4, Douglas St. Port Moresby NCD 121
3	UNAIDS	Kina Bank House, Level 13, Douglas St. Port Moresby NCD 121
4	UNDP	Kina Bank House, Level 14, Douglas St. Port Moresby NCD 121
5	UNDSS	Kina Bank House, Level 1, Douglas St. Port Moresby NCD 121
6	UNICEF	Kina Bank House, Level 5, Douglas St. Port Moresby NCD 121
7	UNFPA	Kina Bank House, Level 14, Douglas St. Port Moresby NCD 121
8	WHO	AOPI House, level 4, Waigani Drive Port Moresby
9	UNHCR	Kina Bank House, Level 13, Douglas St. Port Moresby NCD 121
10	UNOHCHR	Kina Bank House, Level 13, Douglas St. Port Moresby NCD 121
11	UNCDF	Kina Bank House, Level 14, Douglas St. Port Moresby NCD 121

12	UNOPS	Kina Business Centre (Kadagunan Haus), Level 3, Harbour City
13	UNODC	Muruk Haus, Level 1, Waigani, Port Moresby
14	ILO	Kina Bank House, Level 13, Douglas St. Port Moresby NCD 121
15	FAO	Central Government Haus, Level 1

Table 1: UN Agencies and their location

2.3 Estimated Devices and Connections

A total of approximately 270 smartphone connections and 48 portable wi-fi connections are provisionally estimated to be required. These numbers may change depending on the requirements during the LTA period

#	Agency	Proposed Connections		Average Est. Spend PGK /Month
		Smart Phone Connecti on	Wi-Fi Connect ion	
1	IOM	56	18	48000
2	UNWOMEN	30	20	35000
3	UNAIDS			
4	UNDP			
5	UNDSS			
6	UNICEF	70	10	40000
7	UNFPA			
8	WHO	54		8000
9	UNHCR			
10	UNOHCHR			
11	UNCDF	5		4000
12	UNOPS	55		46000
13	UNODC			
14	ILO			
15	FAO			
TOTAL				

Table 2 : Connection Requirement and Average spending per month

ACTIVITIES, DELIVERABLES, TIMELINES AND PAYMENT SCHEDULE

The selected service provider(s) must be able to provide the following products & services.

3.1 Connection, Coverage and Devices

- i. eSIM - Vendor must provide option for e-SIM and assist with user transition and adoption. Provide list of compatible devices from the proposed list of devices, specify on the ability of storing multiple carrier/provider profiles.
- ii. Vendor to provide international standard smart mobile phones and accessories that should be 5G compliant either as part of subsidy or part of submission;
- iii. Complete and wide network coverage throughout Papua New Guinea to cover UN Agencies service areas (Clearly indicate network coverage);
- iv. Data Services – 4G or better, and any other that may be available during the effective dates of the contract;
- v. Temporary connections for a minimum period of 1 month to be allowed in needs of surge, disaster and crisis management.

3.2 Voice, SMS and Data Service

- i. Free calls and SMS to UN user group. This group would contain post pay numbers subscribed through this LTA and also prepaid numbers of staffs of all mentioned UN Agencies.
- ii. Unlimited on-Net calls across the UN for all subscribed numbers at no extra cost outside the plan (group calling) with zero monthly rental charges for all subscribers.
- iii. Local (on-net and off-net) & International calls as required.
- iv. Provision of different Voice, SMS and Data bundles Available
- v. International Voice & Data Roaming rates and plans – charges to be indicated clearly.
- vi. Innovative solution for easing connectivity challenge when travelling in Papua New Guinea or other regions.
- vii. Internet access using wireless devices and smartphones.

3.3 Management Portal, Support & Training

- i. Provision of Management Portal with the following functionalities using credentials provided to different focal points in different agencies:
 - a. Ability to monitor different agency connections and usage;
 - b. Set limits for different connections or assign different plans;
 - c. Ability to top up different connections using the portal;
 - d. Ability to add or remove numbers to different calling groups;
 - e. Ability to alert users reaching usage threshold;
 - f. Ability to download usage and bills
- ii. Service and maintenance of mobile phones;
- iii. Training on the usage of Smartphone and Wi-Fi devices;
- iv. Provision of 24/7 Free Customer Care through a UN Account Manager.

3.4 Billing

- i. Each plan and connections must have clear itemized regular billing.
- ii. Detailed billing for each subscriber is to be provided free of cost in secure excel and other formats or better option
- iii. Portal for management of connections
- iv. Payment based on monthly invoicing

Provision of any other standard or value-added services which may not be listed above.

If there is a change for any of the agencies which would require changing the numbers, the selected provider must assist in every way possible with the change. This could include assistance with sending texts to contacts and any other associated cost with the change in number.

QUALIFICATIONS, SPECIALIZED EXPERIENCE AND ADDITIONAL TECHNICAL REQUIREMENTS

- 1.1. The Mobile Service Providers in the country are eligible to submit complete proposals.
- 1.2. The Potential Bidder shall provide all the information and documentation requested in this TOR. Failure to submit the information below will disqualify the Potential Bidder.
- 1.3. Potential bidders must be registered in the country and have active services in place.
- 1.4. The Potential Bidder must provide sufficient information in their proposal to demonstrate compliance with the requirements defined by UNICEF.

EVALUATION PROCESS AND METHODS

- 5.1. A maximum of **70 points** will be assigned to the Technical Proposals. Technical Proposals receiving **49 points** or higher will be considered technically responsive. Non-technically compliant and non-responsive Proposals will not be given further consideration.

Table 7: Technical Evaluation Criteria

CRITERIA	MAXIMUM SCORE
TECHNICAL EVALUATION	70
1. Standard and Quality of Products and Services <ul style="list-style-type: none"> - eSIM - Mobile Phone Standard & Specification - Quality of Self-Service Portal - Quality/Performance of Calls, SMS & Data Service - Temporary Connections option - Timely Alerts/notifications on Usages e.g. Data or Voice - Seamless routing between different networks and providers 	20
2. Network Coverage <ul style="list-style-type: none"> - Complete Wide Network Coverage in Papua New Guinea - Coverage to Regional and frequently travelled countries - 4G or better data services - Coverage Map based on our staff geographical location - 	20
3. Qualifications & Experiences <ul style="list-style-type: none"> - Demonstrate solution with up-to-date security measures including physical & cyber/internet security - Local support capabilities to meet SLA - Accreditation and certification - 	10
4. Maintenance and Technical Support <ul style="list-style-type: none"> - Provision of management portal with multiple functionalities for different focal person(s) - Service & Maintenance of mobile phones - Training in the usage of devices - Provision of 24/7 Free customer service - Dedicated Technical and Account SLA 	10
5. Value Added Services <ul style="list-style-type: none"> - Technology/hardware upgrade option and flexibility - Inclusion of additional services not specified on TOR 	5
6. Client References <ul style="list-style-type: none"> - Client References Feedback 	5

- 5.2. The Technical Proposal should address the points mentioned in the technical evaluation criteria in the table above. UNICEF will evaluate the Proposals that pass the technical evaluation converting the total score to **70**

Point. The total number of points allocated for the Financial or Price Proposal is **30 points**. An independent evaluation of Price Proposals will be conducted for each lot based on a comparison of costs submitted by Bidders. The maximum number of points will be allocated to the Proposal with the lowest price. All other Price Proposals shall receive points in inverse proportion to the lowest price.

The Technical Proposal and the Financial Proposal must be submitted in separate envelopes or emails. The technical Proposal should not contain financial information.

- 5.3. The recommendation for the award of LTA(s) will be based on the Best Value for Money principle. The Proposal(s) obtaining the highest cumulative score(s) (Technical + Financial) meeting the expectation of the TOR will be recommended for the award.
- 5.4. UNICEF, as the leading Agency for this service intends to establish the LTA for 3 years with the possibility of extension for another term of 2 years subjected to a positive performance evaluation.
- 5.5. UNICEF reserves the right to make multiple arrangements for any service(s) where UNICEF considers it to be in its best interest to do so.

**TERMS OF REFERENCE
INSTITUTIONAL/CORPORATE CONTRACT**

SHORT DESCRIPTION

LOT 2 : LTA Establishment for Internet Services and Related Activities in Papua New Guinea for UN Agencies

Background

Internet-based technologies have become indispensable tools in facilitating ICT solutions to meet the operational and programmatic needs of UN Agencies, enabling efficient communication, remote program management, and timely service delivery. In Papua New Guinea, reliable internet connectivity underpins these efforts, supporting a range of functions critical to achieving development outcomes. As the backbone of modern ICT systems, the internet is pivotal in enhancing efficiency and driving results across all UN operations.

Currently, UN Agencies in Papua New Guinea rely on services from two providers for primary and secondary connectivity needs. However, with the expiration of the existing Long-Term Agreement (LTA) and the advent of new technologies such as Low Earth Orbit (LEO) satellite connectivity, there is an urgent need to reassess the market to identify advanced and cost-effective solutions. Establishing a new LTA is crucial to ensuring uninterrupted and reliable internet services for program implementation and operational excellence.

UNICEF Papua New Guinea, mandated by the United Nations General Assembly to advocate for the protection of children's rights and guided by the Convention on the Rights of the Child, leads this initiative on behalf of all UN Agencies in the country. With its main office in Port Moresby and a field office in Mt. Hagen, UNICEF serves as the contracting entity for this LTA, covering agencies such as UNDP, UNFPA, UN Women, UNAIDS, WHO, UNOPS, UNHCR, OHCHR, UNCDF, UNODC, ILO, and FAO, among others (see Annex 1 for office addresses).

This Request for Proposal (RFP) seeks non-exclusive submissions from qualified service providers to supply reliable internet connectivity and SIP Trunk services under an LTA for five years, with performance reviews after two years. The established LTA will be accessible to all participating UN Agencies under the same terms and conditions, ensuring scalability and continuity of service. Internet connectivity remains a cornerstone for operational efficiency, enabling agencies to meet their programmatic and humanitarian goals across Papua New Guinea.

The Terms of Reference and attached annexes outline the scope of work and technical requirements to guide bidders in submitting their proposals. The successful bidder will be required to deliver Internet services to UNICEF offices and sites designated in the Business Continuity Plan (BCP), including other UN Agencies in Papua New Guinea as detailed below:

Scope of Work

The bidder is expected to deliver dedicated Internet access to the locations below.

Description	Location	Number of sites
UNICEF Country Office	Port Moresby	Main Office – 1 BCP sites - 1
UNICEF Zone Office	Mt Hagen	Main Office – 1 BCP site – 1
UNDP (Common Services)	Port Moresby	Main Office – 1 CEPA Office -1 (Waigani) BCP – 1 (Airways)

UNDP	Mt Hagen	Main Office - 1
UNDP	Wabag	Main Office – 1
UNDP	Kimbe	Main Office – 1
UNDP	Buka	Main Office - 1
UNWOMEN	Port Moresby	Main Office – 1 BCP Site - 1
IOM	Port Moresby	Main Office - 1
IOM	Mount Hagen	Main Office - 1
IOM	Jiwaka	Main Office - 1
IOM	Wabag	Main Office - 1
IOM	Mendi	Main Office - 1
IOM	Tari	Main Office - 1
IOM	Kiunga	Main Office -1
IOM	Lae	Main Office - 1
IOM	Madang	Main Office - 1
IOM	Wewak	Main Office - 1
IOM	Kokopo	Main Office - 1
IOM	Kimbe	Main Office - 1
IOM	Buka	Main Office - 1
UNOPS	Port Moresby	Main Office -1
WHO	Port Moresby	Main Office 1

FAO	Wagani	Main Office 1
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Table 1: Scope of service

Scope of Service

The selected Internet Service Provider (ISP) must ensure the provision of reliable connectivity to all UN Agencies offices in Papua New Guinea, including any new offices established during the contract period, as outlined in Annex 1. Connectivity should utilize fiber optic technology wherever available or microwave radio communication in areas where fiber connectivity is not feasible or desirable.

The ISP will be solely responsible for owning, installing, maintaining, and, when necessary, repairing or replacing all equipment required to deliver internet services to UN Agencies offices. The Agencies will cover one-time installation costs and recurring monthly service fees for the connectivity provided.

Additionally, the ISP must demonstrate a robust company plan for adhering to the Service Level Agreement (SLA). This includes, but is not limited to, provisions for secondary backup lines, technical support services, and a comprehensive strategy to ensure uninterrupted service in all covered locations. These requirements will also apply equally to other UN Agencies in Papua New Guinea utilizing the established LTA.

Deliverables for Internet Services Deployment for the UN Agencies in Papua New Guinea

1. Provision of Unlimited Internet Bandwidth

- Ensure 24x7x365 availability of unlimited symmetric committed information rate (CIR) internet bandwidth.
- Assign a minimum of four static public IP addresses per office as specified in Annex 1 (Tables 4 & 5).
- Deliver connectivity using scenarios outlined in the Scope of Service (e.g., Fiber and/or Microwave).

2. Installation and Redundancy

- Install all necessary equipment, cables, and infrastructure to establish data connectivity through:
 - **Fiber to the premises**, preferably with dual routes for redundancy.
 - **Redundant last-mile microwave links**, originating from a secondary site when secondary fiber routes are unavailable.
- Conduct installations with minimal disruption to daily operations.

3. Internet-Related Services

- Provide whitelisted IPs for:
 - Secure IPSEC VPN tunnels to any location.
 - Seamless local and international video conferencing.

4. Helpdesk and Support Services

- Operate a 24/7 Helpdesk with:
 - Corporate email addresses with dedicated UN Account Manager, contact numbers, and a clear escalation matrix.
 - Secondary ISP escalation contact details if multiple ISPs are involved.
- Guarantee a response time of one hour for incidents and resolution times not exceeding two hours for connectivity failures or four hours for total service degradation. Provide alternate connectivity solutions for prolonged outages at no extra cost.

5. Monitoring and Reporting Tools

- Provide a web-based monitoring tool for real-time traffic and bandwidth analysis, customizable reporting, and protocol/application-specific usage graphs.
- Ensure all bandwidth usage data for each month is presented in detailed, certified daily reports to support monthly invoicing.

6. User Acceptance and Documentation

- Submit a comprehensive User Acceptance Test (UAT) report upon completion of setup at each site.
- Maintain transparent communication with designated UN ICT focal point regarding scheduled and unscheduled downtime.

7. Service Level Agreement (SLA)

- Collaborate with UNICEF or UN Agency to establish a detailed SLA within two months of contract commencement, addressing:
 - Service commissioning, availability, and support expectations.
 - Maintenance schedules and equipment shipment conditions.
 - Guaranteed 99% uptime for subscribed bandwidth and Quality of Service (QoS) provisions.
- 8. **Maintenance and Support**
 - Provide scheduled maintenance to ensure uninterrupted operations.
 - Assume full responsibility for all hardware, cabling, and software installations and replacements as necessary.
 - Report any changes or issues affecting bandwidth or latency to the designated UN ICT focal point in writing.
- 9. **Billing and Payment**
 - Submit monthly invoices itemized with bandwidth usage details, certified by the end-user before processing.
- 10. **Data Security and Confidentiality**
 - Guarantee data confidentiality, ensuring traffic is not scanned without prior authorization.
- 11. **Quality Assurance**
 - Ensure seamless connectivity through access traffic management, network monitoring, and provision of raw log files.
 - Establish mechanisms for incident tracking, problem escalation, and clear reporting procedures.

Responsibilities of UNICEF or the Implementing UN Agency

1. **Vendor Selection**
 - UNICEF will assess all proposals received and reserves the right to select one or more vendors that best align with its requirements and objectives.
2. **Site Preparation**
 - UNICEF or implementing UN Agency will ensure that site conditions are prepared to accommodate the installation of services, including the provision of electricity, air conditioning, fencing, and necessary electrical and physical protection measures.
3. **Ongoing Site Maintenance**
 - UNICEF or implementing UN Agency will take responsibility for the future maintenance and upkeep of the sites to support the continued delivery of services.

Bidding Process and Bidder Qualifications for Internet Service Provision

Mandatory Qualifications:

Bidders must meet the following mandatory criteria to be eligible for consideration. Failure to comply with these requirements will result in disqualification:

1. **Telecommunications Registration:**
 - The bidder must possess valid registration with the Telecommunications Communications Authority in Papua New Guinea and comply with all other government-mandated business licenses.
2. **Import and Licensing Capability:**
 - The bidder must demonstrate the ability to import all necessary equipment required to deliver the requested services and secure the necessary frequency operating licenses in accordance with Papua New Guinea Telecommunications regulations.
3. **Proven Track Record:**
 - The bidder must have successfully completed similar projects within Papua New Guinea in the past two years.
 - Provide three references, including details on the bandwidth and services delivered, along with client acceptance for the reference sites. Reference sites must be operational.

Additional Requirements:

4. Managed Service Delivery:

- The bidder must provide a fully managed service, retaining ownership and responsibility for maintaining all equipment used to deliver internet services as specified in UNICEF requirements.

5. **Equipment Deployment:**
 - Deliver all required equipment directly to designated sites.
6. **Maintenance and Repairs:**
 - Repair or replace faulty equipment sent by the Head Office promptly to minimize service disruptions.
7. **Equipment Pre-Configuration:**
 - Pre-configure, test, and certify all equipment systems to ensure full functionality and verify that all features are operational before deployment.
8. **Electrical Compatibility:**
 - Supply all necessary electrical equipment compatible with AC 240V/50Hz and Papua New Guinea mains plugs, along with required cables and connectors.
9. **Deployment Guidance:**
 - Provide technical guidance to HEAD OFFICE staff during deployment and closely coordinate with HEAD OFFICE to ensure proper installation and functioning of network services.
10. **Site Activation:**
 - Facilitate the activation of new sites within 10 days of a request from HEAD OFFICE.
11. **Public IP Addresses:**
 - Provide a minimum of four public IP addresses per site at no additional cost, with an option to order additional addresses if needed.

1. Evaluation Criteria

1. Technical Evaluation (70 Points):

- **Mandatory Requirements:**
 - Proposals will first be reviewed for compliance with the mandatory requirements outlined in the bidder qualification section.
 - Proposals failing to meet all mandatory requirements will be deemed non-compliant and rejected without further evaluation.
- **Scored Requirements:**
 - Proposals meeting mandatory requirements will be evaluated against the scored criteria detailed in Annex 1.
 - Only proposals achieving the minimum technical passing score of 49 points (out of 70) will proceed to the commercial or financial evaluation stage.

2. Commercial Evaluation (30 Points):

- The financial proposals will be scored on a comparative basis, with the proposal offering the lowest financial cost receiving the full 30 points.
- All other financial proposals will be scored proportionally based on their deviation from the lowest cost proposal.

3. Overall Score:

- The technical and commercial scores will be combined to calculate the total score, with a maximum of 100 points.
- Proposals will be ranked based on their overall score.

4. Reference Checks and Due Diligence:

- UNICEF will verify past performance by contacting customer references provided by the highest-ranked bidder(s).
- As part of due diligence, UNICEF will also review the financial stability of the top bidder(s).

5. Recommendation for Award:

- The recommendation will be based on the best combination of technical and financial scores, along with the results of reference checks and due diligence.

6. Final Award:

- UNICEF as the leading Agency for this service, intends to establish the LTA for 3 years with the possibility of extension for another term of 2 years subjected to a positive performance evaluation.

Evaluation Process:

- Proposals will be reviewed by an evaluation team composed of UNICEF technical and procurement staff.
- Each proposal will be assessed against the Terms of Reference (TOR) requirements and scored accordingly.
- Failure to comply with the TOR requirements or to provide all necessary information may result in disqualification or a lower evaluation score.

Scoring Breakdown:

- Technical Proposal Weight: 70%
- Commercial or Financial Proposal Weight: 30%
- Maximum Total Score: 100 Points

Technical Proposal	Financial Proposal
70 points	30 points

Table 2: Allocation of points

Bidders will be ranked according to their overall scores. The UNICEF evaluation team will select the proposal that demonstrates high quality, clarity, compliance with the stated requirements, and the optimal balance of technical and financial scores. Based on the evaluation results, UNICEF will determine whether to recommend a sole award to a single provider or a split award among multiple providers.

Technical Evaluation Criteria

Description	Points
1) Overall Response: <ul style="list-style-type: none"> • Completeness of response • Overall concord between RFP requirement and proposals 	5
2) Detailed methodology & implementation plan <ul style="list-style-type: none"> • Provision of 24/7 UN Account Manager on helpdesk system and escalation process and details of webbased monitoring tool for real time bandwidth monitoring with customizable reports and graphs of bandwidth utilization (by protocol and application) • Key performance indicators (latency, packet loss, jitter, and availability) • Specification of all equipment to be provided by bidder • How activities will be carried out and timeline detail 	10 10 5 10
3) Experience of the company <ul style="list-style-type: none"> • Relevant experience of the company regarding Fiber Optic technology. • Appropriate staffing structure/organization structure with company profile company profile. 	10 5

4) Personnel <ul style="list-style-type: none"> • Educational qualifications and work experience of key account manager with details of similar project managed in the past 3 years • Educational qualifications and work experience of team members/technical persons. 	10 5
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Table 3: Technical Proposal Format: See Annex 2

The Financial proposal (Annex3) must be submitted separately from the Technical Proposal (Annex 2). The Technical Proposal should not contain financial information.

Payment Terms and Schedule

- **First Time Installation:**
 - Payment will be made upon satisfactory completion of the initial installation or set up and submission of all required documentation.
- **Recurring Charges:**
 - Monthly payments will be made for recurring services, subject to verification of received invoice and satisfactory service delivery.
- **Currency:**
 - All costs and payments will be quoted and processed in Papua New Guinea Kina (PGK).

Signatures:

Prepared: 
Parkop Kisokau
ITC Office
UNICEF PNG

Reviewed: *Antonio Silva*
Antonio Silva
Supply & Logistics Specialist
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Approved: *Kateryna Lytvynenko* *Edmund* 12 March 2025
Kateryna Lytvynenko
Deputy Representative Operations
UNICEF PNG

Annex 1 – Internet Service Requirements

Internet Services using Fiber Optic Technology or Microwave as per below table.

UNICEF Office	Required Bandwidth Main ISP	Required Bandwidth Backup ISP	Connection Type	Office Address
Port Moresby	100 Mbps	60 Mbps	Fiber Optic / Microwave, Symmetric CIR with 4 static Public IPs	UNICEF Main Office,
Port Moresby			Fiber Optic / Microwave, Symmetric CIR with 4 static Public IPs	BCP site
Mt Hagen	30Mbps	20 Mbps	Fiber Optic / Microwave, Symmetric CIR with 4 static Public IPs	Field Office
Mt Hagen	20Mbps		Fiber Optic / Microwave, Symmetric CIR with 4 static Public IPs	BCP site
UNDP Office	Required Bandwidth Main ISP	Required Bandwidth Backup ISP	Connection Type	Office Address
Port Moresby	100 Mbps	60 Mbps	Fiber Optic / Microwave, Symmetric CIR with 4 static Public IPs	UNDP Main Office,
Mt Hagen			4G LTE modems	Mt Hagen
Kimbe			4G LTE modems	Kimbe
Buka			VSAT – Kacific	Buka
UNWOMEN Office	Required Bandwidth Main ISP	Required Bandwidth Backup ISP	Connection Type	Office Address
Port Moresby	50 Mbps	30 Mbps	Fiber Optic / Microwave, Symmetric CIR with 4 static Public IPs	UN Women Main Office
Port Moresby	10Mbps		Fiber Optic / Microwave, Symmetric CIR with 4 static Public IPs	BCP
UNOPS Office	Required Bandwidth Main ISP	Required Bandwidth Backup ISP	Connection Type	Office Address
Port Moresby	35	35	We prefer failover and redundancy guaranteed in the offer with dedicated 1:1 bandwidth. SLA of 99.99 uptime and max downtime of 1 hour. Only WAN uplink and the service provider should NOT have any visibility into our traffic. We prefer Fiber or Microwave radio to be main and radio or VSAT to be back up.	Harbour City, Kkina Bank Center (Kadaunan Haus), Level-3

UNAIDS Office	Required Bandwidth Main ISP	Required Bandwidth Backup ISP	Connection Type	Office Address
WHO Office	Required Bandwidth Main ISP	Required Bandwidth Backup ISP	Connection Type	Office Address
Port Moresby	30Mbps	30Mbps	Fiber Optic/Microwave	WHO Main Office

Table 4: Indicative Connectivity Requirements Per Site

Indicative Connectivity Requirements Per Site

1. **Consistent Bandwidth Delivery:**
 - The ISP must ensure continuous delivery of the agreed full-duplex internet bandwidth to all UN Agencies.
2. **Static IP Provision:**
 - Static IP addresses required by UN Agencies must be provided as part of the service.
3. **Pre-Service Site Assessment:**
 - The ISP will conduct a site survey before service initiation to install reliable, redundant customer premises equipment, minimizing or eliminating single points of failure.
4. **Performance Standards:**
 - Upon installation, the ISP must demonstrate compliance with specified throughput, jitter, and latency targets.
5. **Additional Connectivity Needs:**
 - The ISP will arrange and provide any direct access lines required to extend services to additional UN Agency offices.
6. **24/7 Network and Equipment Management:**
 - The ISP will manage traffic flows, customer premises equipment, and all network-related components (hardware, software, leased lines) round the clock.
 - Faults will be addressed promptly, adhering to the agreed service-level targets.
7. **Fault Resolution and Notification:**
 - The ISP will respond swiftly to reported faults and take appropriate action.
 - If the fault lies outside the ISP's responsibility (e.g., not related to the Network or Customer Premises Equipment), the Customer will be informed immediately.
8. **Maintenance and Repairs:**
 - The ISP will maintain and repair customer premises equipment based on priority levels defined in the Agreement.
9. **Timely Service Delivery:**
 - The ISP will strive to deliver services by the effective date outlined in the Agreement, ensuring timely installation and commissioning.
10. **Bandwidth Customization and Traffic Management:**
 - The ISP must provide flexibility to adjust asymmetrical bandwidth (e.g., varying download and upload speeds) to meet UN Agencies' needs.
 - Traffic throttling for specific protocols or applications must also be available upon request.
11. **Monthly Payments:**
 - Payment for services will be made on a monthly basis in accordance with the agreed terms.

Annex 2 – Technical Response Format

Format for bidder's technical response

1. Bidders must provide a detailed explanation on how it will meet UNICEF requirements.
2. Bidders can include adequate supporting documentation (limited to 5 pages) as required to substantiate the answers provided.

Technical Proposal for Fiber Optic Internet Services

Description	Question	Bidder's Response
a) Methodology and approach that will be used to deliver Internet services to the specified locations	How activities will be carried out and timelines?	
	Provide details on the 24/7 helpdesk system and escalation process?	
	Provide details of web-based monitoring tools for real time bandwidth monitoring with customizable reports and graphs of bandwidth utilization (by protocol and application). Include sample screenshots:	
	Provide the specifications of all equipment to be provided for the project	
	Indicate the key performance indicators available with your service. Desirable indicators are: Latency: 80ms or less Packet loss: 2% or less Jitter: 30ms or less Availability: 98% or better	
b) Experience of the company	Describe the relevant experience of the company in regard to Fiber Optic	
	How long has your company been established?	
	Describe how your company meets the Mandatory requirements set out in bidder qualifications?	
	Describe your staffing/organization structure. Bidder may submit additional supporting documents such as a company profile and	
	Registration with the Telecommunications Communications Authority in Papua New Guinea	

c) Personnel	<p>Provide the CV of the Project Manager who will be UNICEF's account manager for the duration of the project. This should include:</p> <ul style="list-style-type: none"> • Educational qualifications and work experience • Details of similar project managed in the past 3 years • Project Manager must have a minimum of 3 years work experience in similar projects 	
	<p>Provide CV of 3 technical staff who will be assigned to this project. This should include:</p> <ul style="list-style-type: none"> • Educational qualifications and work experience • Details of similar projects completed in the past 2 years 	

Table 5: Technical Proposal Fiber Optic Internet Services – bidder's Response

Annex 3 – Financial Response Format

Cost for New Site Installation (Proposer must fill the table below for the areas)

Description	Kina Bank House	Cuthbertson House	Kina Business Centre	AOPI House	Muruk House	Central Government House	Sir Mara House
Fiber Optic / Microwave Installation Cost							
One Time installation cost							
Equipment cost							
Cost for civil works, laying cabling, etc.							
Annual Maintenance Cost/fee							
Cost for web-based bandwidth monitoring tool							
Cost for additional IP address							
Cost of bandwidth upgrades or downgrades							
Cost/fee related to early termination of contract							
Total							
Additional Services							
Web based bandwidth monitoring tool							
Cost for additional public IP address (first 4 must be free of charge)							
Service cost for upgrade or downgrade of bandwidth							
Cost/ fee for early termination							
Cost for Spare equipment (Router / Microwave beam / Access Points etc)							
Any additional cost for features/services offered by Proposer							
Total							

Table 6: Financial Proposal Fiber Optic Services

Annex 4 - Service Plans (Part of the financial proposal)

Service Plans (Monthly recurring cost to include cost for 24/7 helpdesk service)

Bandwidth (Mbps) Symmetric CIR with static Public IPs	Port Moresby Cost		Mt Hagen		Buka					
	Main	Backup	Main	Backup	Main	Backup				
5										
10										
20										
25										
30										
35										
40										
45										
50										
75										
100										

Table 7: Financial Proposal Internet Services MRC