# Section 5: SCOPE OF REQUIREMENT

**Provision of Internet Services for UNDP Papua New Guinea Office on a Long-Term Agreement Basis (LOT 1 and LOT 2)**

**A. Background and General Considerations**

**1. Background**

UNDP works closely with the Government of Papua New Guinea. The UNDP programmes are prepared in consultation with the Government, civil society organizations, United Nations organizations and other development partners. All activities falling within the Common Country Programme Document are nationally owned. These UNDP programmes are reflected in the UN Development Assistance Framework that includes the overall UN development assistance to Papua New Guinea over the coming four years.

Programme management arrangements are in place to ensure the focus remains on national priorities and local ownership and are based on existing national mechanisms and processes. For oversight, the Programme Steering Committee is the main entity to oversee implementation, monitoring and evaluation of the country programme. The Committee is co-chaired by the Secretary of the Department of National Planning and Monitoring and the UN Resident Coordinator and is comprised of senior officials of key government departments and the UN System. At the outcome level, Annual Work Plan Steering Committees, comprising of senior representatives of the implementing partners, the Department of National Planning and Monitoring, the United Nations agencies, donors and beneficiaries, oversee the implementation, monitoring and evaluation of the respective annual work plans.

Therefore, United Nations Development Programme (UNDP) would like to establish Long Term Agreement (LTA) with two reputable internet service providers (ISP) to provide internet services to Papua New Guinea Country Office (CO).

The total volume for the past 3 years (2018,2019 & 2020) for UNDP has been in excess of USD 217,611.52 (PGK 763,598.808).

UNDP PNG intends to establish Long Term Agreements (LTA’s) with two Internet Service Provider (ISP);

**LOT-1: Support the provision of the primary link without secondary competition.**

**LOT-2: Support the provision of the secondary link without secondary competition.**

The initial contract will be signed for one year with the possibility of prolongation for additional two years subject to satisfactory performances and availability of funds.

1. **Service Standards**

The LTA service provider’s performance shall be gauged using the following service standards during its performance review:

**The two Internet Service Provider (ISP) shall be diversified in terms of the bandwidth provided.**

* The bandwidth allocated to the UNDP PNG Country Office should be UNLIMITED and have the following:
  + - 1. Primary Link Internet Service Provider – 50Mb for both download and upload.
      2. Secondary Link Internet Service Provider – 30Mb for both download and upload.

**The following service standards are required from both ISPs:**

* Required high quality uninterrupted services for 2022-2024 years period with lowest possible prices.
* The configuration shall be a dedicated connection either over Microwave link or Fiber Optics (Upload & Download) to the internet with a 1:1 contention ratio.
* The connection will be installed in a maximum delay of 14 days after the signature of the offer and the appropriate contract documents.
* The site should also be allocated with 6 x Public IP Addresses.
* Ability to revise agreed price, when market price goes lower then establish or agreed price.
* No prepayment but ability to make a payment to the services provider within 30 working days since the receipt of the previous months.
* Dedicated highly professional and very friendly and client-oriented sales representatives able to propose suitable solutions, offer new services and suggest changes for efficient use of services with stress on minimizing total costs;
* Companies flexibility to make continuous attempts to increase the service quality, expand the list of services offered as well as to further reduce the costs for the services;
* Services oriented on business efficiency
* Details about additional services that the company is able to offer to UNDP, which are not requested in this bidding. This part will not be subject to the evaluation and serve for information purposes only.
* The UNDP PNG Country Office should benefit from the full bandwidth in upload and download 99.98% of the time (Dedicated bandwidth)
* The UNDP PNG Country Office should be provided with a monitoring tool to present the average of the bandwidth utilization for the upload and download on daily, weekly, monthly and yearly basis.
* The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities. The provider is also responsible for contacting designated UNDP network specialist(s) for both scheduled and un-scheduled downtime.
* The selected provider must provide a web interface facility for UNDP to retrieve real time and historical information on network performance, utilization and usage analysis.
* In case of routine maintenance jobs leading to a short interruption of the service, a prior notice should be sent to our office.
* All necessary actions should be taken to repair any interruptions of service unexpected or due to external problems in order to ensure no interruption to the office’s daily work.

Information about “green” efforts of the company. UNDP prefers companies with developed green program or offering “green” products or services. If two bids are evaluated to be identical or with minimal differences, company with better green program may be given preference.

* + - 1. **Reporting**

ISP will work very closely with UNDP’s ICT team on internet related issues.

* Qualification and Experience Requirements
* 5 years of experience and proven track record of previous work on similar projects.
* Specialized knowledge on internet services
* Experience on internet services for similar organization
  + - 1. **Qualifications of the Successful Service Provider**

**Team Leader**

* At least 5 years in the Information Technology and Communications Industry and providing Internet Services.
* At least 5 years of project management experience, and
* 2 years of experience of working with bilateral/multilateral companies and agency or government institutions
* Masters or Degree holder in Information Technology or Computer Science and have some sort of CISCO certification.

**Team Members**

* 3 years of working in the Information Technology and Communications Industry and providing Internet Services to multilateral companies.
* 2 years’ experience of working with bilateral/multilateral agency or government institution
* Diploma or Degree holder in Information Technology or Computer Science and have some sort of certification in the ICT field.
  + - 1. **Contract Management, Reporting and Billing**

The contract resulting from the present Invitation to Bid shall be available for use by UNDP, which will designate one representative to deal with the selected vendor.

The overall contract management responsibility shall rest with UNDP PNG, who’s Head of Procurement shall serve as focal point for this purpose.

The UNDP Head of Procurement shall serve as the focal point for the following:

Contract administration and overall point of contact for the contracted vendor;

* Issuance, answering questions; coordination and establishment of reports;
* Obtain reports from the vendor;
* Conduct Performance Review once per year;
* Perform inspection of services, including verification of rates, etc.

The UNDP procurement focal point shall, from time to time, evaluate and verify with other vendors and other industry indicators the comparability and competitiveness of the rates offered by the contracted vendor. The UNDP PNG reserves the right to terminate contract with the vendor at any time if the vendor charges UNDP PNG on higher rates than market standards or does not render minimum services described in this tendering document.