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| **Areas of Concerns** | | **Remarks** |
| **Network Architecture and Coverage** |  | |
| 1 | Public/Free Peering Points (i.e. local ISP names)? | y/n = 2/0 |
| 2 | Private peering agreements with Tier-1 providers? | y/n = 2/0 |
| 3 | Numbers and distribution of Datacenters where high-end routers placed? | 1 = 0, 2 or more = 2 |
| 4 | Gateway failover mechanism and time needed. | y/n = 2/0 |
| Points | 8 |  |
| **Internal Network Link Speed** |  | |
| 1 | Slowest link in the path? | 0< 2GB, 4 if > 2 GB |
| 2 | Are all the physical links operational? | y/n = 2/0 |
| 3 | How much BW in the Backbone is currently occupied? | y/n = 2/0 |
| 4 | What is your backbone upgrade threshold? | y/n = 2/0 |
| 5 | Which fiber backbones are being used (i.e. POS)? What speed (i.e. OC192)? | y/n = 2/0 |
| 6 | MPLS capable? | y/n = 2/0 |
| Point | **16** |  |
| **External Network Links** |  |  |
| 1 | How many direct connections (GWs) to the rest of the world (Global) and where are they terminating to? | y/n = 2/0 |
| 2 | Connection speed (i.e. OC48, STM64, 10G Ethernet)? | y/n = 2/0 |
| 3 | Regional presence? | y/n = 2/0 |
| Points | 6 |  |
| **Redundancy and HA** |  |  |
| 1 | Do you have a fully redundant Datacenter?  (Redundant power source/generators/cooling) | y/n = 3/0 |
| 2 | What is your HA and auto failover mechanisms at the Network layer? | y/n = 3/0 |
| 3 | What is your auto failover technique at the data link layer? | y/n = 3/0 |
| 4 | How many core (High-end) routers in each Datacenter? | y/n = 3/0 |
| points | 12 |  |

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| **Network Operation Center** |  |  |
| 1 | 24x7 technical support? | y/n = 3/0 |
| 2 | A dedicated network engineer available on call? CISCO certified or others? | y/n = 3/0 |
| 3 | Response time on link failure? | y/n = 3/0 |
| 4 | List all monitoring mechanisms in place. | y/n = 3/0 |
| 5 | Notification methods if a link fails. | y/n = 3/0 |
| 6 | MRTG? | y/n = 3/0 |
| points | **18** |  |
| **Organization** |  |  |
| 1 | How long the company has been in business? | 0<5, 5>=6 |
| 2 | Major Customers who have been for more than 2 years. |  |
| 3 | No. of employees | 0 < 5, 5 >= 6 |
| points | 10 |  |
| **Service Level Agreement** |  |  |
| 1 | **Please answer Yes/No if you agree/disagree with our SLA terms listed below.** |  |
|  | * Minimum Service Availability of 99.97 * 24/7 technical support * 24/7 links monitoring * Notification of any failure/Network outage must be within 15 minutes. * A 48-hour in advance notification for scheduled maintenance windows. * ISP must provide contact information for all escalation levels (cell numbers and email addresses). * On unjustifiable service disruption, UNICEF has the right to cancel the contract. * Should the contract be terminated due to SLA incompliance, ISP is required to pay UNICEF for any prepaid services for the remaining contract period. * Payment will be done on monthly basis after receiving the service and original invoice. * The contract/LTA will be for two years, renewable for another 2 years |  |
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