**UNICEF**

**TOR**

**WMAX for Ramallah office**

**Background**:

UNICEF office has been using the internet since more than 15 years using different technologies and service providers. Lately with the demand for more bandwidth and speed UNICEF is looking for a qualified service providers to provide redundant internet service for the office in Ramallah. The link should run over WMAX. The link will be connected to UNICEF firewall that will provide the automatic failover if the Fiber optic is down over the WMAX. The WMAX can be used for guest internet for visitors as well.

**Objectives, Purposes & Expected results:**

**Link / Line: WMAX / Wireless technology**

Stable, reliable, licensed service provider to provide Wireless Data Internet connectivity to the office including the following:

* 60 Mbps (1+1) Microwave link (WMax)
* 8 Real routable IP addresses for UNICEF usage only.

**Description of the assignment**

Internet service to be up and running 24x7 at the UNICEF office in Ramallah / Tokyo Street / Al Abraj building – 9th floor.

**Deliverables**

* Company should provide the necessary equipment for installation including the modems/routers, cables, etc…
* Company should make the necessary setup arrangements to provide support for the internet services provided.
* Support calls are to be attended immediately. These calls will be free of charge if they are for internet service and fall within the responsibility of the company and should be 24x7.
* Ability to provide guaranteed internet Bandwidth all the time and capacity on timely troubleshooting on service interruptions.

**Reporting requirements**

Company to provide UNICEF with bandwidth reports and utilization of the line, MRTG on monthly basis, by the end of the first week of the following month.

Reports to be submitted by email to: [nsidawi@unicef.org](mailto:nsidawi@unicef.org)

In case the company needs to do maintenance for the line or any other related issues, UNICEF should be notified 2 days in advance on the above email and the maintenance should be done after working hours.

**Location and Duration**

UNICEF office is located in Ramallah / Tokyo Street / Al Abraj building – 9th floor.

Service to start from 1 April 2024 for 2 years, renewable for another 2 years.

**Qualification requirements:**

* Company has reliable and powerful infrastructure.
* The service provider should be a reputed Internet Service provider in the country/area -Jerusalem/ West Bank and registered with the authorities to undertake this service.
* The service provider should have minimum 10 years’ experience in the field.
* Number of staff should be minimum 6, with one certified engineer.

**Evaluation process and methods:**

Please fill-in the attached Annex 1 – Company technical info

Please submit your financial offer separately from the technical offer.

The evaluation will be based on:

1. Annex 1 – ISP technical info – 70 points
2. Financial offer – 30 points

**Administrative issues:**

Bidder to provide account manager/focal point contact, technical support contact, financial contact for billing.

**Payment Schedule:**

UNICEF will pay the fees on monthly basis upon receiving an original invoice in NIS with the name of ( UNICEF / UNDP ) after receiving the service