

TERMS OF REFERENCE FOR ISP INTERNET CONNECTIVITY OFFICES: NIGERIA ALL OFFICES

SECTION A

IDENTIFICATION

Anticipated start date	1 September 2024	
Anticipated completion date	31 August 2027	
Contract / LTA Supervisor	Bolade Adeoye - Information, Communication & Technology Officer	
WBS	Cross-sectoral - TBC per contract	
Grant	Cross-sectoral - TBC per contract	
Grant Expiry	N/A	
Estimated Budget	This will be a time bound LTA for use by multiple sections and funding will be availed as and when services are required by sections.	

1. Purpose of Assignment:

UNICEF is seeking to establish Internet Service Provision Long Term Agreement for 9 offices across the country. This is to ensure very fast and reliable internet connectivity to support the organization's centralized cloud-based computing as it relates to its corporate applications, messaging system, real-time collaboration, and unified communications. To this end, the need to put in-place a robust, reliable, and secure means of connectivity cannot be over-emphasized. This is also necessary for business continuity planning in case of emergencies, as well as global access to the office network resources by staff members on the move, external visitors (Staff from other UNICEF offices, consultants, interns etc.).

An end-to-end fiber optics-based connectivity option is needed to support our operations and guarantee seamless users' experience to fully support online/real-time and cloud-based computing.

The purpose of this assignment is to install and commission suitable fiber-optics based Internet access connectivity in the following UNICEF Offices in Nigeria

S/N	LOCATIONS	CONFIGURATION
1	ABUJA Office	METROPOLITAN
2	ABUJA BCP Site	
3	BAUCHI OFFICE	METROPOLITAN
4	BAUCHI Warehouse	
5	ENUGU OFFICE	METROPOLITAN
6	ENUGU Warehouse	
7	KADUNA OFFICE	SINGLE LOCATION
8	KANO OFFICE	SINGLE LOCATION
9	LAGOS OFFICE	SINGLE LOCATION
10	MAIDUGURI OFFICE	METROPOLITAN
11	MAIDUGURI BCP site 1	
12	MAIDUGURI BCP site 2	
13	MAIDUGURI Warehouse	
14	PORT-HARCOURT OFFICE	SINGLE LOCATION
15	SOKOTO OFFICE	SINGLE LOCATION

3. Terms of Reference / Detail Requirements of the Job:

SPECIFIC TASK INVOLVED:

1. ISP is responsible for putting in place all necessary hardware and software needed to have the fibre-optics-based Internet link up as per the metrics specified herein.
2. Metropolitan Network to be in place in each city to serve the main office and the secondary site(s) e.g. BCP or Warehouse.
3. ISP to ensure:
 - a. 24 x 7 hours connectivity with a minimum assurance of 99.5% availability
 - b. Total packet loss not exceeding 5%
 - c. The ping roundtrip between local devices and those in Headquarters in New York (USA) and Europe shall be below 50ms. Values higher than this are not acceptable. For test purposes, ping tests shall be performed between connected devices in each location with any (chosen) known server in NYHQ.
 - d. Online traffic monitoring tool shall be made available by the Vendor with access rights to UNICEF or in the absence of the same, the Vendor shall provide a traffic report every two weeks to UNICEF the content of which will be provided at the time of LTA(s) signature.
 - e. 24 x 7 help desk support available to UNICEF by phone or on-site support, depending on the severity of the problem with one dedicated staff to be allocated by the Vendor.
 - f. A Service Level Agreement (SLA) guarantying a minimum of 99% Internet service availability for Fiber Optics. The SLA should provide name of contact person per layer.
 - g. Provide cost of internet connection with associated Bandwidth listed in the attached annex II.
 - h. The ISP should have at least two lines of the international backbone. (International backbones diagram/routing should be attached).
 - i. /29 subnet to be allocated to each site with 6 usable static publicly routable IP addresses per block

j. Fiber optic is preferred for the last-mile connectivity to each UNICEF office. In locations where the ISP's nearest fiber optics point-of-presence (PoP) is reasonably far away from a UNICEF office location, other suitable last-mile connection might be considered after due consultation between UNICEF and ISP.

4. Upon commissioning, an SLA (Service Level Agreement) shall be signed by both the ISP and UNICEF showing the level of commitment expected of each party. UNICEF will monitor the SLA with a view to assess the performance of the service provider with a view to renew or terminate the contract if the service provider service DO NOT meet minimum expected requirement.

4. Duty Station: **Abuja**

5. Project Supervisor: **Bolade Adeoye**

6. Major Tasks to be accomplished - Deliverables:

- ISP to Provide, install, and configure hardware and software needed to deliver the internet service to the server rooms where UNICEF's Secure Gateway Device is located,
- ISP to integrate the Internet links to UNICEF local area network, and
- ISP to be present when link is being tested and certified by UNICEF.

Notes: The vendor should have adequate experience in executing assignments of this nature and should have proven track record.

7. End Product:

- Internet connectivity in UNICEF locations specified.
- Deployment Report
- Service Level Agreement
- The ping roundtrip between a device in UNICEF offices in Nigeria and a given IP address at UNICEF HQ in New York shall be below 50ms.
- Monitoring tool/dashboard for bandwidth and link performance.

8. Qualifications or specialized knowledge/experience required & Evaluation Criteria

The vendor should have adequate experience in executing assignments of this nature and should have proven track record.

1. A minimum of 5 years' experience in similar service to INGO, UNITED NATIONS, Government etc. is required.
2. Key staff of the organization MUST be ICT certified with relevant certificates.
3. Registration with relevant organizations to operate in Nigeria.
4. Evidence of previous similar services provided to any of the above listed organizations with contact details of the organization.
5. Evidence of presence in at least ¾ of the locations listed above.
6. Minimum score of 49 in the technical evaluation out of a maximum score of 70 points

EVALUATION CRITERIA

Minimum technical score: 70% of 70 points = 49 points

Financial proposal: A financial proposal that includes a brief cover letter with summary of cost on letter headed paper with contact details of the company and duly signed with a detailed breakdown of cost as an attachment.

Evaluation approach:

- a. Weighted Criteria: The overall score for each of the proposals will be calculated based on a ratio of 70% - 30% between the technical and financial proposal.
- b. Technical evaluation: Proposals meeting the mandatory requirements will be evaluated in accordance with the technical evaluation point rating scheme outlined in the TOR. To qualify for the financial evaluation stage, technical proposals must achieve an overall minimum score of 49 points out of 70.
- c. Financial evaluation: The maximum number of points will be allotted to the lowest priced proposal that is opened and compared among those invited companies which obtain the minimum threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price according to the following formula:

$$\text{Score for price proposal X} = \frac{\text{Max. Score for price proposal (30)} * \text{Price of lowest priced proposal}}{\text{Price of proposal X}}$$

The proposal(s) with the highest overall score after combining the technical and financial points will be recommended for contract award i.e. cumulative analysis will be the basis for award.

All financial proposals from bidders whose corresponding technical proposals fall short of the minimum threshold mark of 49 points shall not be opened.

9. Estimated :duration of LTA

Start Date: **01 September 2024**

End Date: **31 August 2027 September**

10. Official Travel involved: *(Itinerary and duration, if applicable)*

UNICEF will not provide any cost of transportation or accommodation for the bidders for their assessment visit to the project site in Abuja and should be arranged by themselves.

Payment Schedule:

Installation cost will be paid at the completion of the work
 Monthly recurrent cost will be paid after each month's service.

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11. RFP SUBMISSION INSTRUCTIONS:

- a. All proposals should be submitted via email to: **ngrsupply@unicef.org** ONLY.
- b. No other UNICEF address should be copied when sending the proposals. Failure to comply will result in your proposals being disqualified.
- c. The Technical and Financial proposals should be sent in 2 separate emails.

The Technical proposal email should be sent separate from the financial proposal and the Technical Proposal subject line should read: XXXX (name of organisation) Technical Proposal – ESTABLISHMENT OF LTA FOR ISP INTERNET CONNECTIVITY OFFICES – ALL NIGERIA OFFICES

The Financial proposal email should be sent separately from the technical proposal and the Financial Proposal subject line should read: XXXX (name of organisation) Financial Proposal - ESTABLISHMENT OF LTA FOR ISP INTERNET CONNECTIVITY OFFICES – ALL NIGERIA OFFICES. The financial proposal should be drafted and submitted using the

Financial Submission form under Table- Annex II

In addition, the **Technical Specification Compliance Data Sheet** should be sent TOGETHER with the Technical Proposal.

All questions and queries to be sent to all the 5 email addresses below. Proposals SHOULD NOT be sent OR copied to these addresses:

Benjamin Idoko Makolo <bmakolo@unicef.org>; Augustine Ohashiegbulam <aohashiegbulam@unicef.org>; Diana Chikuwa <dchikuwa@unicef.org>; Stanley Omobude <somobude@unicef.org>; Philip Sule psule@unicef.org;

All proposals should be sent to: **ngrsupply@unicef.org only.**

Any proposals sent or copied to any other email other than ngrsupply@unicef.org will be **DISQUALIFIED.**

Table 1: Evaluation criteria.

INTERNET SERVICES FOR ALL OFFICES - UNICEF NIGERIA

CATEGORY	MAX. POINTS
A. General Organization profile and Capability.	25
<u>A.1 - No of years in providing Internet Services (5):</u>	5
- if less than 2 Years = 2 Marks	
- if more than 2 years = 5 Marks	
<u>A.2 - Capacity (10):</u>	10
- 24 x 7 help desk support available (2)	2
- Existence of at least two lines (attach Diagram) of the international backbone (4)	4
- Existence of strong fiber cable network (attach diagram) in covered cities (4)	4
<u>A.3 - Methodology and tools (10)</u>	10
- Existence of Online traffic monitoring tool of the links	5

- Detailed implementation plan	2
- Constitution of deployment technical teams	3
B. Experience and Expertise supported by examples of similar services provided.	25
<i>B.1 - Proven Networking qualifications of Deployment team members</i>	10
<i>B.2 - Proven implementation of Internet Services for big organizations of more than 100 staff</i>	15
- if one (1) to three (3) proven deployment of Internet Services = 10 Marks	
- if more than three (3) proven deployment of Internet Services = 15 Marks	
C. Proven Official Partnership with Networking equipment manufacturer	20
- if one (1) proven partnership (5)	
- if two (2) proven partnership (10)	
- if More than 2 proven partnership (20)	
TOTAL MARKS	70

TECHNICAL SPECIFICATIONS – Annex I

Technical Specification Compliance Data Sheet				
Please note that all bidders are to complete this form, sign and stamp and return as part of the bid submission by indicating YES/NO				
s/no	Description	Compliance (Yes/No)		Remarks
		Yes	No	
1	A fully dedicated internet Services through Fiber Optics International Backbone last mile.			
2	24 x 7 hours connectivity with a minimum assurance of 99% availability.			
3	Online traffic monitoring tool should be made available by the Vendor with access rights to UNICEF			
4	24 x 7 help desk support available to UNICEF by phone or on-site support, depending on the severity of the problem with one dedicated staff to be allocated by the Vendor.			
5	Provide All necessary equipment including modem, Fiber Optic, Terrestrial link, router, and other accessories to provide required speed and quality of internet connectivity.			
6	Guaranteed minimum 99% internet service availability for Fiber Optic.			
7	Average maximum latency should be about 50-Ms. (State your values on the Remark).			
8	The ISP should have at least two backup lines of the international and National Backbone Providers. (International and National backbones carriers, routing and route clearly label on a network diagram. National Fiber Optics backbone carriers from Lagos to Abuja with carriers' names clearly indicated).			Network diagram should be attached.
9	/29 Subnet with at least 6 static publicly routable Live IP addresses is required.			
10	The ISP should have the Bandwidth Usage Monitoring System through MRTG.			
11	State the expected value of the MTU of your Fiber Internet connectivity.			
12	The Internet connection is a dedicated Bandwidth and NOT Shared Bandwidth.			

Financial Submission Table- Annex II

S/No	Connection Type	Destination	Shared Ratio	Monthly Unit Price (NGN)	Quantity	Please Provide Annual Discount if Any	Annual Total Price (NGN) Naira
1	Fully Dedicated Symmetrical 5Mbps/3Mbps Bandwidth	International Backbone	Fully Dedicated		12 Months		
3	Fully Dedicated Symmetrical 6Mbps/5Mbps Bandwidth	International Backbone	Fully Dedicated		12 Months		
4	Fully Dedicated Symmetrical 10Mbps/10Mbps Bandwidth	International Backbone	Fully Dedicated		12 Months		
6	Fully Dedicated Symmetrical 15Mbps/15Mbps Bandwidth	International Backbone	Fully Dedicated		12 Months		
7	Fully Dedicated Symmetrical 20Mbps/20Mbps Bandwidth	International Backbone	Fully Dedicated		12 Months		
9	Fully Dedicated Symmetrical 30Mbps/30Mbps Bandwidth	International Backbone	Fully Dedicated		12 Months		
13	Fully Dedicated Symmetrical 100Mbps/100Mbps Bandwidth	International Backbone	Fully Dedicated		12 Months		
14	Fully Dedicated Symmetrical 120Mbps/120Mbps Bandwidth	International Backbone	Fully Dedicated		12 Months		
15	Fully Dedicated Symmetrical 150Mbps/150Mbps Bandwidth	International Backbone	Fully Dedicated		12 Months		
16	Fully Dedicated Symmetrical 200Mbps/200Mbps Bandwidth	International Backbone	Fully Dedicated		12 Months		

Instructions to bidders:

1. Proposals should be made separately: Technical and Financial. Technical should not have financial information as such technical proposal will be disqualified.
2. All completed proposals should be submitted to this email address: **ngrsupply@unicef.org** with the RFP reference number **9191755**. Your proposals will not be considered nor opened on failure to quote the RFP number on your forwarding email.
3. Financial proposal that includes a brief cover letter with summary of cost on letter-headed paper with contact details of the company and duly signed with a detailed breakdown of cost as an **attachment is mandatory**.
4. Financial and Technical proposal should have contact details of the company representative for this RFP clearly written on the first pages of both documents.
5. Deadline for submission is **19th August 2024**. **This date supersedes other dates in any other documents.**