

TERMS OF REFERENCE INSTITUTIONAL/CORPORATE CONTRACT

SHORT DESCRIPTION

Long-Term Agreement (LTA) for Internet Services for UN Agencies in Fiji, Vanuatu, Solomon Island, Kiribati (Tarawa & Kiritimati), Samoa, Federated States of Micronesia and Tonga for 5 years

BACKGROUND

Internet-based technologies have become crucial tools in facilitating ICT solutions to meet the operational and programmatic needs of UN Agencies. The internet is now an indispensable part of UN operations, enabling efficient and timely service delivery across all agencies.

As the backbone of modern ICT systems, the internet is fundamental to enhancing efficiency in various areas, including communication and remote program management. ICT continues to be the key driver of efficiency, and internet connectivity plays a pivotal role in program implementation and delivering results.

UN Agencies rely on internet services for both primary and secondary connectivity needs. With the availability of new technologies like Low Earth Orbit (LEO) satellite connectivity and other advanced internet solutions, UNICEF wants to establish new LTAs with vendors in the Pacific to ensure the continued, reliable delivery of internet services.

OBJECTIVE, PURPOSE & EXPECTED RESULTS

UN Agencies in the Pacific are seeking partnership with local Internet Service Providers (ISPs) to support its programmes activities in the Pacific. Due to diverse office sizes, geographical locations and usage requirements, ISPs should provide solutions that offers a high level of reliability, scalability, optimal service delivery and support.

The partnerships being sought by UN Agencies include establishing a Long-Term Arrangement (LTA) with more than one ISPs.

LOCATION AND DURATION

The table below provides the different locations where the Internet services will need to be provisioned by the ISPs.

A. Fiji

A total of 16 UN Agencies will be connected that are currently situated at eight (8) different locations:

#	Agency	Location
1	ILO	8th Floor FNPF Place (FNPF Plaza)
2	UNWOMEN	Kadavu House Building, 414 Victoria Parade, Suva, Fiji
3	UNAIDS	Kadavu House Building, 414 Victoria Parade, Suva, Fiji
4	UNDP	Kadavu House Building, 414 Victoria Parade, Suva, Fiji
5	UNDSS	Kadavu House Building, 414 Victoria Parade, Suva, Fiji
6	UNDRR	Kadavu House Building, 414 Victoria Parade, Suva, Fiji
7	UNICEF	Fiji Development Bank Building, 360 Victoria Parade, Suva, Fiji
8	UNFPA	Kadavu House Building, 414 Victoria Parade, Suva, Fiji
9	WHO	Downtown Boulevard, Plaza 1, Level 4, Suva, Fiji
10	UNOCHA	Sun Insurance Building, Flagstaff, Suva, Fiji
11	UNOHCHR	Kadavu House Building, 414 Victoria Parade, Suva, Fiji
12	WFP	Kadavu House Building, 414 Victoria Parade, Suva, Fiji
13	IOM	5th Floor, FNPF Place (FNPF Plaza), Suva, Fiji
14	RCO	Kadavu House Building, 414 Victoria Parade, Suva, Fiji
15	WFP	Ra Marama House Building, 91 Gordon Street, Suva, Fiji
16	UNODC	House 5, Pacific Islands Forum Secretariat, Ratu Sukuna Road, Suva, Fiji

B. Vanuatu

A total of 4 UN Agencies will be connected, and they are currently situated at different locations. The location for the first three agencies mentioned below will be confirmed on the signature of the contract.

#	Agency	Location
1	UNICEF	ABC Building Number 2 area Kumul Highway Port Vila
2	UNDP	ABC Building Number 2 area Kumul Highway Port Vila
3	UNFPA	ABC Building Number 2 area Kumul Highway Port Vila
4	WHO	MOH Iatika Complex Port Vila Vanuatu

C. Solomon Islands

A total of 4 UN Agencies will be connected that are currently situated at 2 different locations:

#	Agency	Location
1	UNICEF	One UN House, ANZ Haus, Ranadi, Honiara, Solomon Islands
2	UNDP	One UN House, ANZ Haus, Ranadi, Honiara, Solomon Islands
3	UNFPA	One UN House, ANZ Haus, Ranadi, Honiara, Solomon Islands
4	WHO	Ministry of Health and Medical Services, Chinatown, Honiara, Solomon Islands

D. Kiribati

A total of 3 UN Agencies will be connected that are currently situated at 2 different locations:

#	Agency	Location
1	UNICEF	One UN House, Tekabutikeke, Bikenibeu, Tarawa, Kiribati
2	UNFPA	One UN House, Tekabutikeke, Bikenibeu, Tarawa, Kiribati
3	WHO	MOH, Bikenibeu, Tarawa, Kiribati

E. Samoa

A total of 3 UN Agencies will be connected that are currently situated at 3 different locations:

#	Agency	Location
1	UNICEF	Meredith building, Fugalei Street, Apia, Samoa
2	UNFPA	ONE UN House SIDS Street, Tuana'ímato, Apia, Samoa
3	WHO	2nd Floor, Nursing Credentialing Centre, Motootua, Apia, Samoa

F. Federated State of Micronesia

A total of 3 UN Agencies will be connected that are currently situated at 2 different locations:

#	Agency	Location
1	UNICEF	J&T Building, Kaselehlle Street, Pohnpei, FSM
2	UNFPA	2nd Floor J&T Building Kolonia, Pohnpei, FSM
3	WHO	1st Floor Mogethin Building Palikir, Pohnpei, FSM

G. Tonga

A total of 4 UN Agencies will be connected that are currently situated at 3 different locations:

#	Agency	Location
1	UNICEF	MOH, Taufua'ahau Rd, Nuku'alofa, Tonga
2	UNDP	TBC in Nuku'alofa, Tonga
3	UNFPA	UNJPO, Level 1, 'Iloafi Building, Fatafehi Rd, Nuku'alofa, Tonga
4	WHO	MOH, Taufua'ahau Rd, Nuku'alofa, Tonga

A total of approximately 1,000 users and more than 2,000 devices are connected for accessibility to numerous services hosted on the cloud, including extensive use of VoIP, video conferencing, and other cloud-based services.

The validity of the LTA will be for the duration of five (5) years, with mid-review taking place after the completion of the second year. Non-satisfactory performance may lead to discontinuation and termination of the contract.

ACTIVITIES, DELIVERABLES, TIMELINES AND PAYMENT SCHEDULE

A. Fiji

A total capacity of 365 Mbps is required for primary internet connection whilst a total of 168 Mbps is required for secondary internet connection for UN Agencies in Fiji that would be split between different agencies. The total bandwidth capacity may change at the time of engagement, but the change may not be that significant.

#	Agency	# of Users	Primary Bandwidth	Secondary Bandwidth
1	ILO	TBC		
2	UNWOMEN	50	25	25
3	UNAIDS	TBC		
4	UNDP	131	75	75
5	UNDSS	5	10	N/A
6	UNDRR	6	10	N/A
7	UNICEF	92	60	15
8	UNFPA	80	50	22
9	WHO	60	30	11
10	UNOCHA	TBC		
11	UNOHCHR	15	15	N/A
12	WFP	45	40	5
13	IOM	TBC		
14	RCO	15	30	N/A
15	UNODC	10	20	15

B. Vanuatu

#	Agency	# of Users	Primary Bandwidth	Secondary Bandwidth
1	UNICEF	25	20	20
2	WHO	11	10	5

** Some UN agencies are being provided internet from lead agency hence separate connection is not required Solomon Island. UNICEF is lead agency is Vanuatu

C. Solomon Island

#	Agency	# of Users	Primary Bandwidth	Secondary Bandwidth
1	UNICEF	25	20	20
2	WHO	30	20	10

** Some UN agencies are being provided internet from lead agency hence separate connection is not required Solomon Island. UNDP is lead agency is Solomon Island

D. Kiribati

#	Agency	# of Users	Primary Bandwidth	Secondary Bandwidth
1	UNICEF	25	20	N/A
2	WHO	10	15	N/A

** Some UN agencies are being provided internet from lead agency hence separate connection is not required Solomon Island. UNICEF is lead agency is Kiribati

E. Samoa

#	Agency	# of Users	Primary Bandwidth	Secondary Bandwidth
1	UNICEF	6	5	5
2	WHO	13	15	N/A

** Some UN agencies are being provided internet from lead agency hence separate connection is not required Solomon Island. UNDO is lead agency is Samoa

F. Federated State of Micronesia

#	Agency	# of Users	Primary Bandwidth	Secondary Bandwidth
1	UNICEF	12	20	N/A

2	WHO	5	10	N/A
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G. Tonga

#	Agency	# of Users	Primary Bandwidth	Secondary Bandwidth
1	UNICEF	2	5	N/A
2	UNFPA	15	20	N/A
3	WHO	5	10	N/A

- The ISP will ensure that all UN Agencies will continually receive the agreed full duplex internet bandwidth.
- The ISP should provide static IP addresses required by UN Agencies.
- Prior to commencement of the service, the ISP shall perform a survey of the premises and ensure that reliable and redundant customer premises equipment are installed to minimize or completely eliminate single point of failure.
- The ISP must demonstrate after installation of the service, the throughput, jitter, latency as per the targets mentioned.
- The ISP will be responsible for obtaining and providing any direct access line needed to provide the Service between any additional Customer offices.
- The ISP will manage traffic flows and any failure of Customer Premises Equipment and all hardware, software or leased lines within the Network twenty-four (24) hours a day, three hundred and sixty five (365) days per year. The ISP will endeavor to remedy any failure as soon as reasonably practicable and in accordance with the service targets.
- The ISP will respond to faults reported to it by the Customer without undue delay by taking such network management measures as it deems appropriate. The ISP will notify the Customer if the fault does not relate to either the Network or Customer Premises Equipment or other means beyond the control of the provider.
- The ISP shall be responsible for the maintenance and repair of Customer Premises Equipment on the Premises and will repair each fault for which it is responsible on the priority levels set out in the Agreement Details.
- The ISP will use its best efforts to provide the Service by the Effective Date set out in the Agreement details, which is the scheduled lead time assigned for the installation and commissioning of the Service.
- The ISP should also provide the flexibility of asymmetrical bandwidth whereby download and upload speeds can be changed as required by the UN Agencies. The ISP shall also provide services of throttling protocols/applications as desired.
- All bidders should provide technical and financial proposal for all sites by country or countries for which submissions are being provided; partial submissions will not be accepted.
- The cost proposal should be categorized into the following categories where applicable:
 - a. **One time cost (OTC)** : First time installation and deployment charges including devices,, travel and labour cost if any.
 - b. **Monthly Recurring Cost (MRC)** : Monthly fee for internet services
 - c. **Site Mobilization/ Relocation Cost (RC)**: After initial deployment, if UN Agencies decides to move to a new location within 5km of the city, the vendor must mention the relocation cost if any.
- The ISP should be able to provide QoS if required from the UN Agencies.
- The ISP should be able to provide option for "Burst Bandwidth"

#	Connection Type	Bandwidth (Full duplex)	Internet Access Technology	OTC	MRC	RC
1	Primary Link					
2	Secondary Link					

- Fees must be provided per bandwidths. Invoicing and payment will happen on monthly basis.
- Different agencies, depending on their bandwidth allocation would pay the equivalent amount directly to the ISP.

QUALIFICATIONS, SPECIALIZED EXPERIENCE AND ADDITIONAL TECHNICAL REQUIREMENTS

1. Internet Service Providers authorized by the Regulatory Authority and registered in the country are eligible

to submit complete proposals.

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.

3. The Potential Bidder must provide sufficient **information** in their proposal to demonstrate compliance with the requirements defined by UNICEF and the country's regulator.

Vendors are required to provide internet services as per the below service performance indicators.

1 Service Hours

Service should be provided 24 x 7 x 365. Any degradation of the service would be taken as non-availability of the service.

2 Service Targets

▪ Service Availability

Service Availability should be equal to or greater than 99.99% for every month.

$$\text{Availability} = (\text{Agreed Service Time (AST)} - \text{Downtime}) / \text{AST} \times 100$$

$$\text{AST} = 100\%$$

If service availability falls below 99.99% then the following compensatory measures would kick in:

- i. Implementation of an increase in bandwidth that will be equivalent to two (2) times the downtime hours at an agreed time with the affected agency or agencies;
or
- ii. A rebate to be provided in the following month equivalent to the hours of non-availability of the service equated to the cost value.

▪ Reliability MTBF (in hours)

The reliability per month should not fall below 720hrs for 31 days month and 696hrs for 30 days month and 648hrs for the month of February.

The following formula would be used for calculation of the Reliability

Reliability (MTBF in hours) - is the measure of how long a service performs without interruption

$$\text{Reliability} = \text{Available Time in Hours} - \text{Total Downtime in Hours} / \text{Number of service breaks}$$

▪ Maintainability

The maintainability per month should not exceed 1 hour.

The following formula would be used for calculation of the maintainability

Maintainability is the measure of how quickly and effectively the service can be restored to normal work after a failure

$$\text{Maintainability (MTRS in hours)} = \text{Total downtime in hours} / \text{number of service breaks}$$

▪ Latency

The provider must on a continuous basis and at any point in time be able to provide the

Latency that should be less than 3ms RTT from UN Agencies Gateway device to ISP's first hop device.

3 Response and Restoration Time

Response Time is defined as the time taken to dedicate a support engineer either offsite or onsite to respond to incident from the date and time of receipt of complaint or registration of incident. Restoration time refers to the total time from the occurrence of the incident to the normalization or recovery of the services. Notification updates, refers to the period for notification to the customer on the progress and updates towards restoration of the service.

The table below provides the targets for the response and restoration time based on the different severity or priority levels.

Severity/ Priority Level	Target Response Time	Target Restoration Time	Notifications & Updates
1 - This is a major fault with total loss of service and no packet delivery, which is business critical.	30 minutes	Within 1 hour	Every 15 minutes

2 - This is a fault with partial loss of service, which is not business critical. Related to loss of primary service at one or more sites or degradation of service	1 hour	2 hours	Every 30 minutes
3 - This is a minor fault with intermittent loss of service, and is related to connectivity issues or Intermittent degradation of service	2 hours	4 hours	Every hour
4 - This is related to reporting, configurations issues, and degrading quality of service	4 hours	8 hours	Every 2 hours

4 Service Reporting, Monitoring and Governance Meeting

4.1 Performance Reporting

A monthly performance report must be submitted and presented monthly to the UN ICT Working Group. The report should be emailed by the 5th of every month to the provided email addresses.

▪ Network Monitoring

The ISP are required to provide a customer portal for network management and monitoring.

▪ Outages

For the purposes of providing new connections, changing routing tables, updating facilities and general inspection, repair and maintenance, scheduled downtime may be required from time to time. The ISP will use all reasonable endeavors to schedule planned maintenance with minimum possible impact on the Customer's business.

All planned outages should be notified to the respective agencies 72 hours before the outages to ensure that there is an ample time given to the staffs to plan their activities accordingly. A notification should be sent upon completion of the maintenance. In an event of unsuccessful maintenance, a notification should also be sent with the duration to rollback and restore the service.

All unplanned or emergency changes should also be notified as soon as it is identified. An hourly update should be provided on the progress of the resolution of the outage. If it is known by the provider that there will be prolonged outage, it has to be notified well in advance.

4.2 Governance Meeting

A monthly governance meeting will be held with the UN ICT Working Group to ensure that all the service level requirement are satisfied and any issues arising are promptly dealt with by both the party responsible.

5 Customer Support & Escalation

▪ Contacts Points

The ISP will be required to provide two points of contacts who are available for communication. The contact details should include names, phone numbers and email addresses.

Additionally, the ISP will provide a Helpdesk facility, for the reporting of faults within the Network by the Customer and to advise on the day to day use of the Service, twenty four (24) hours a day, seven (7) days a week (including public holidays).

▪ Escalation

The ISP must provide contact names and contact details for escalations that may be required due to any non-satisfactory response.

6 Service Continuity

The internet provider must have redundancies in place and must demonstrate in their solution architecture and the same should be included as part of the submission.

This should include having technologies and systems in place for routing and ensuring that service is not disrupted in an event there is a fault to one of the components or non-availability of their primary site.

7 Security

The provider must be able to demonstrate in their submission that their solution has up to date security measures in places including physical and cyber/internet security.

For the technical proposal, ISP's will be assessed based on their:

- Compliance to Service Level Targets and Performance Indicators
- Compliance to Governance Requirement
- Corporate Customer References
- Internet Infrastructure & Access Technologies
- In-house expertise and capabilities

EVALUATION PROCESS AND METHODS (RFP)

The evaluation criteria will be a split between technical and commercial (price proposal) scores 70/30 split).

Proposals submitted in response to this RFP should include and will be evaluated against the following:

a) Technical Evaluation:

#	Criteria	Points
1	Compliant to Service Level Targets and Performance Indicators	25
1.1	Service Hours	
1.2	Service Availability	
1.3	Service Reliability	
1.4	Service Maintainability	
1.5	Latency	
1.6	Response Time	
2	Compliance to Governance Requirement	15
2.1	Provision of helpdesk facility for logging/monitoring/tracking service call or incident ticket	
2.2	Monthly Service Performance Report showing internet usage by Agencies, application, latency, downtime, data upload/download, etc.	
2.3	Availability of Network Monitoring Portal	
2.4	Availability of Focal Person/Account Manager for handling all issues for all agencies. Focal person should be reachable 24/7 if such need arises	
2.5	Monthly Attendance to the UN ICT Working Group Meeting and submission/presentation of Service Performance Report	
3	Internet Infrastructure and Access Technology	15
3.1	Access Technology	
3.2	Redundant Infrastructure	
3.3	DR/ BCP Location fully tested and operational	
3.4	Enhanced Security in place	
4	Corporate Customer References / Satisfaction Level	10
4.1	Demonstrable experience in providing reliable, secured and high speed internet connection to large corporate organizations, international development and donor agencies. Please provide: (a) Name of the client and contact information (b) Years of service provision (c) Bandwidth provisioned Contact person for Reference check a. A minimum of 3 references is required to be submitted	
5	In-house Expertise and Capabilities	5

5.1	Demonstrable in-house expertise and capabilities to respond in different situations to restore services as well as ensure optimal performance	
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Only Proposals which receive a minimum of 49 points will be considered further.

b) Price Proposal (commercial evaluation):

The total amount of points allocated for the price component is 30 points. The maximum number of points will be allotted to the lowest price proposal that is opened and compared among those invited firms/institutions which obtain the threshold points in the evaluation of the technical component. All other price proposals will receive points in inverse proportion to the lowest price; e.g.:

Score for price proposal X = (Max. score for price proposal Choose an item.) * Price of lowest priced proposal) / Price of proposal X

Total obtainable Technical and Price points: 100

The Proposer(s) achieving the highest combined technical and price score will (subject to any negotiations and the various other rights of UNICEF detailed in this RFPS) be awarded the contract(s).

BID CONFERENCE FOR CLARIFICATION TO BIDDERS:

A virtual clarification session will be held to provide an opportunity for all prospective bidders to meet with the core UN ICT team and seek clarifications if they have any clarifications or questions on the TOR or RFP document.