

Clarifications to questions for ITB-00000345 Provision of Fiber Optic Internet Services

S/N	Question	Answers
1	Do you need VSAT backup for all connections?	Yes, to run business without any outages and keep business continuity up to maximum level UNDP need to have VSAT as backup 50% while fiber connection is down.
2	Can companies provide WIMAX connection instead of fiber connection?	No
3	Is the fiber connection should be in cable from fiber main backbone to UNDP offices?	It is not necessary to provide fiber optic cable to UNDP Offices however microwave connection can be provided at any of the provinces backed by Fiber Optic.
4	VSAT internet as a backup is mandatory?	Yes, when there is no fiber connection in the country ISP must provide 50% internet on VSAT as backup.
5	Is the Fiber Optic 200 milliseconds (ms) from UNDP's network to fiber backbone?	No, Fiber optic 200 ms should be from source to destination.
6	Can we provide Public IP address through DHCP for bandwidth less than 2MB?	No, as we have services hosted inside the network and are published at firewall for outside access and the Public IPs should be assigned static at firewall side.
7	If the CPE (Client Premises Environment) devices are working and tested can we install them in provinces?	Yes, if the CPE devices are working properly without any failure during business we can use it in provinces.
8	What should be the download and upload ratio for 50% V-Sat backup connection?	Depend on the connection we have. If we have 1 Mbps Up and 1 Mbps down from fiber in case of fiber cut it can be 1Mbps down and 512 Kbps Up.
9	Is it mandatory to cover all 34 provinces with provision of Fiber Optic Services?	It is not mandatory to cover all 34 provinces. The bidders can quote quotation for the number of provinces covered by Fiber Optic.
10	Should the companies propose KA or KU band internet for provinces not covered by Fiber Optic?	We are expecting to have offer only for provinces covered by Fiber Optic Internet Services not any other internet connectivity type.
11	What is the SLA rate?	As per technical requirements, the SLA rate should not be less than 95%.
12	The Microwave signal should be in between 3.4 and 3.6 GHz?	Currently UNDP is using 3.4 and 3.6 GHz from different suppliers and our future links should also

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		be in same Microwave Signal.