1. Background
UN House currently have around 100 end users from different UN Agencies. UN House requires an Internet Service Provider who could provide service that meet its minimum requirement. The internet connection will support office daily activities, and used for VoIP communication and videoconferences. Ability to burst beyond the dedicated capacity is required to a maximum of the total capacity of the hosted virtual MAN.

2. Objectives
The ISP will be required to provide internet service for the connection at UN House located at Mishref, Diplomatic Square, Block 7A, Kuwait, Safat 130000. IOM, UNHCR and UNDP are in the UN House. The ISP will provide a framework for full TCP/IP Internet and voice Service Provision.

3. Duration of the contract
The duration of contract will be Three (3) years with initial contract will be signed One (1) year and renewable subject to satisfaction of services provision. Possibility for Graceful Exit with a 30 days period of written notice, without penalties for the UN agencies;

4. Technical Requirements
Capacity requirement are as tabulated below:

<table>
<thead>
<tr>
<th>#</th>
<th>Services</th>
<th>Physical Location</th>
<th>Bandwidth Required (down/upload)</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>UNDP internet Services over 1 Pair of Fiber Optic Cable from Nearest MoC Exchange till United Nation in Mishref</td>
<td>Mishref, Block 7, Diplomatic Square, United Nations House, Kuwait UN House coordinates: 29.27523, 48.058424</td>
<td>32 Mbps over Optical fiber</td>
<td>The contractor will be responsible of all needed hardware’s, routers, convertors, cables and labor work to shift the current internet services and E1 telephone service to new fiber link</td>
</tr>
<tr>
<td>2</td>
<td>United Nations Development Programme (UNDP) internet services</td>
<td>Mishref, Block 7, Diplomatic Square, United Nations House, Kuwait UN House coordinates: 29.27523, 48.058424</td>
<td>32 Mbps over Optical fiber</td>
<td>&gt;6 public IP address required</td>
</tr>
<tr>
<td>3</td>
<td>International organization of migration (IOM) internet service</td>
<td>UN House coordinates: 29.27523, 48.058424</td>
<td>32 Mbps internet over Optical fiber</td>
<td>&gt;6 Public IP address required</td>
</tr>
<tr>
<td>4</td>
<td>UNHCR internet service</td>
<td></td>
<td>32 Mbps internet</td>
<td>&gt;6 Public IP’s required</td>
</tr>
<tr>
<td></td>
<td>1X30 channel ISDN carrying service over MOC GBON E1 service</td>
<td>1x30 channels ISDN</td>
<td>- 1X30 channel ISDN carrying service over existing fiber</td>
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<td>5</td>
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<tr>
<td>6</td>
<td>Optional service: Upgrading service/speed upon request</td>
<td>Per mbps</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- All connections should be carried by dedicated Optical Fiber link. analog cables or wireless solutions will not be accepted. The service is expected to be **highly stable and reliable.** Fiber optic connectivity from the UN House in Mishref to MoC backbone.
- Speed requirement: asymmetric bandwidth (uplink/downlink) requirement for UN as reflected in the above table.
- In the case of ISP service outage, the vendor is responsible to provide UNDP temporary devices to be used in the UNDP office until service is up. WMIX / 4G / etc.
- The service provider is responsible for contacting designated UNDP network specialist(s) for both scheduled and un-scheduled downtime.
- No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection; no mandatory proxy servers and firewalls.
- **MTU size is the same from start to end point 1500**
- Data confidentiality guarantee; Provider may not scan traffic (if this should be done for finding problems in the network, a prior agreement must be obtained from the UNDP);
- All necessary hardware, cabling and software (if required for Internet service and ISDN) should be provided and set up by the provider;
- Latency from the any of the UN Offices to New York / Geneva / Rome shall be no more than 275ms;
- Worldwide reachability;
- Support Managed VPN Services;
- ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the different agencies’ premises;
- Tier 1 or Tier 2 connectivity to the Internet backbone;
- The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities. Free and unlimited technical support. Contacts for service faults by telephone and email should be provided. An account manager/focal person should be specified;
- Traffic management, network monitoring and access to raw log files for UNDP agency link;
- Quality of Service QoS on public IP’s upon requests;
- The selected provider must provide a web interface facility for UN Agencies to retrieve real time and historical information on network performance, utilization and usage analysis;

### 5. Payment terms and conditions
• Internet service should be based on fixed monthly fee payment plan with no additional payment or limitation by traffic amount and/or time;
• Service provider must be able to increase/decrease bandwidth upon request.
• Provided services are subject to be upgraded or downgraded upon UN Agencies request;
• The financial invoices for each agency should be physically delivered to their perspective office and focal points. Each agency focal point will be responsible for payments process and any technical requirement.
• The selected provider must provide a dedicated Account Representative available to interface directly with the respective UN agencies and a billing mechanism will be agreed on between the selected provider and UN Agencies.

6. Additional Notes

• Service reliability must be ensured. Overall uptime should not be less than 99.5%;
• UNDP Kuwait require a formal document advising repair escalation process. UNDP expect a dedicated repair number, a “ticket” number, and a repair status every two hours, including a callback when the repair item is resolved. If repair issue not resolved within 8 business hours, UNDP Kuwait expects prorated service credit;
• The provider is required to describe what alternate routing or fallback arrangements for continuity of service they have in place (if any), should their primary link(s) to the Internet backbone become nonoperational. The offeror is to indicate what contracting arrangement they have with the primary Internet providers they work with;
• maintaining WAN interconnection, the provider must guarantee and monitor the minimum bandwidth allocated to each agency;
• Support related to installation and maintenance of the contracted
• No bandwidth cap or quotas on upload or download;
• The provider shall meet periodically with the UN (Contract Manager or Service Level Manager), to discuss issues of mutual concern, to review the vendor’s performance and to discuss improvements which the provider or the UN agencies should make in order to achieve more effective services and support.

7. Implementation Timeline

All installation works should be accomplished, and connection/services should start from 9 July 2022

8. Qualification Requirements

UNDP Kuwait Office needs the following qualifications from the potential providers:

• The selected provider must be licensed by the authorized regulatory entity in Kuwait to offer the service(s) aforementioned herein;
• The successful provider must have a physical presence, including availability of technical support, in the country;
• The selected service provider should have been carrying on business in good standing for at least two calendar years. Required to furnish a copy of company registration
• The Contractor should have at least 3 years of experience in providing services in nature, scale and complexity commensurate with the present terms of reference, with already provided services possessing features required by these terms of reference;
• The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities. Under normal circumstances, all problems should be resolved within maximum 24 hours after receipt of notification from any of the participating agencies.
• References from other clients must include contact person for reference check.

All Interesting Companies please send the quotation to: procurement.kw@undp.org