

United Nations Development Programme



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Terms of Reference for Backup Internet Service Provision to the United Nations Agencies in Lesotho

1. Objectives

The United Nations in Lesotho is currently looking for reliable service providers to provide separate backup/failover full TCP/IP Internet Service for the United Nations agencies. The services should be provided based on fixed monthly fee. Capacity requirements are indicated below.

Link	UN Agencies	Physical Location	Bandwidth required Minimum (down/up load)	Comments
Backup	FAO, UNICEF, UNFPA, UNDP, UNAIDS, IOM	UN House, United Nations Road, Maseru	80 Mbps/80 Mbps	Requires /28 public IP addresses

The connection should be cable type, preferably fiber optic. The service is expected to be highly stable and reliable.

Service provider must be able to increase bandwidth upon request. The successful provider must ideally have 24x7x365 coverage for technical assistance and/or helpdesk facilities

2. Technical requirements

- Internet service should be based on fixed monthly fee payment plan with no additional payment or limitation by traffic amount and/or time.
- Speed requirement: asymmetric bandwidth (uplink/downlink) requirement for each location as reflected in the above table.
- Possibility of creating a VPN tunnel between two locations

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- Minimum guaranteed bandwidth as reflected in the table above but with possibility of bursting within the limit of the total bandwidth
- Connection should be a of cable type, preferably fiber-optic
- No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection; no mandatory proxy servers and firewalls
- Subnet of at least 3 static publicly routable IP addresses is required per agency
- Service reliability must be ensured. Overall uptime should not be less than 99.5%
- 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 UN
- All necessary hardware, cabling and software (if required for Internet service) should be provided and set up by the provider;
- Latency from any of the two UN locations to New York/Geneva/Rome shall be no more than 2.75ms;
- Worldwide reachability; Support Managed VPN Services;
- ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the two office premises
- Tier 1 or Tier 2 connectivity to the internet backbone
- 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 each UN agency link; Quality of Service should be feasible;
- Fiber optic connectivity from the ISP to the Internet backbone
- ISP to provide high-end router (preferably CISCO)
- Redundancy option to divert the traffic in case of fiber back bone is not accessible.

3. Additional Notes

- The successful provider must have 24x7x365 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. The provider is also responsible for contacting designated UN network specialist(s) for both scheduled and unscheduled downtime;
- UN agencies require a formal document advising repair escalation process. UN agencies 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 issues are not resolved within 8 business hours, UN agencies expect prorated service credit;

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- 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 non-operational;
- 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.
- The UN may wish to visit the vendor's Network Operations Centre;
- The initial contract with the selected service provider should be for one year with a possibility for renewal;
- Possibility of Graceful Exit within a 60 days period of written notice, without penalties for the UN agencies;
- 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 between the selected provider and UN Agencies
- Support related to installation and maintenance of the contracted service must be free of charge
- No bandwidth cap or quotas on upload or download
- The selected service provider will assign a dedicated Account Representative available to interface directly with authorized UN agencies staff to address and/or resolve account issues;
- The selected provider must be licensed by the authorized regulatory entity to offer the service(s) aforementioned herein;
- 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, VAT registration, and Tax clearance for the current trading period.
- 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.

4. Duration

- 3-year contract with annual performance review.

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5. Qualification Requirements

The UN needs the following qualifications from the potential providers;

- a. Solid experience in provision of 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; Reference from other clients must include contact person for reference check.
- b. Qualified and experienced experts in system administration, working under the general supervision and guidance of the department and / or company manger in cooperation and under the guidance of the UN assigned focal point.

6. Evaluation criteria include;

- a. Technical proposal (70%):
 - i. Technical offering and compliance 60%
 - ii. Skills and experience of key technical staff 20%
 - iii. Support model 20%
- b. Financial Proposal (30%) to be computed as a ration of the lowest price among the proposals received.

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