

Solicitation of Internet Service at the American Corner

US Embassy South Sudan requires the services of qualified Internet Service Provider to provide robust and reliable Internet Services that will provide Internet connectivity at the American Corner – University of Juba.

STATEMENT OF WORK

Due to the critical nature of the connection, the contractor shall be required to ensure availability and required quality of this service at all times. Any interruptions resulting in lack of service or service degradation below the Internet speed stipulated in this scope of work will result in commensurate loss of the recurrent telecommunications and Internet subscriptions fees.

The Contractor should ensure timely responses to calls for services in the event that there are breakdowns. The contractor should provide 24 hours technical coverage of service support and should therefore be operating a 24/7 X 365 support center and advise the Mission on the customization of the usage of the services. That would mean frequent monitoring of the protocols that are very much used. All equipment and tools that are part of the overall devices of the installation should be added in the quotation.

The contractor should provide any required hardware, software, IP addresses, and telecommunications applications or software upgrade including any licenses that may be required to keep the service operational after the service has been commissioned.

After the service has been commissioned the contractor shall bear any installation costs that may be required to keep the quality of the service acceptable. Further, the contractor will be responsible for additional costs arising from technical modifications, change of Internet provisioning technologies or change in agreements of the ISP and its partners

Required Bandwidth

Minimum uplink speed of 512kbps (Committed), minimum downlink Speed of 1200kbps (Committed). This service could be offered through any technologies that will meet these requirements. The Embassy requires Internet uptime of 99.95% so as to meet our business requirements.

The Contractor should provide adequate redundancy at critical network points and at all other necessary levels so as to ensure un-interruptible and smooth operations at all times.

Service Monitoring

The Embassy will use various telecommunications tools including commercial web based speed measurement tools to do on-the-spot Internet speed measurements.

Contractor Capability

The contractor shall include a narrative to demonstrate capability in the following two areas.

(1) Technical Capability – Applicants shall demonstrate their technical capability in providing Internet services through a variety of telecommunication infrastructure. Proof of capability in having provisioned similar services to a large enterprise is required.

(2) Past Performance – The applicants shall be required to submit information on similar tasks carried out in the past three years. U.S. Embassy will assess past performance based on background checks where such Internet service has been provisioned. Scopes of work for such tasks must be provided. All the necessary terms of reference and the contact information of the organization where the services were provided must be submitted. This information may be presented in short paragraph form.

Award Criteria

U.S Embassy will choose the best technical proposal that meets our specifications.

Deliverables

The contractor shall provide the required bulk Internet service through industry standard telecommunications protocols provisioned by infrastructure that guarantee bandwidth delivery, any channel equipment and software used must meet approved local telecommunication regulatory requirements.

The contractor shall provide customer premises equipment, additionally the contractor should provide documentation for the installed infrastructure including but not limited to network numbers, passwords and configurations.

The contractor shall provide any test tools that may include hardware or software components. Logon account details for monitoring of critical devices, services, traffic flow, latency and speeds.

The contractor shall articulate the operations of their help desk ensuring that escalation procedures are well defined. The contractor shall clearly articulate how their 24 X 7 network operations center would work in meeting high availability network requirements

The contractor shall service and test any back up communications link at the contractor's costs including any access circuit charges that may be necessary for the provision of this service.

Warranty

The contractor shall provide a twelve months warranty for any new equipment supplied under this contract. The warranty shall cover maintenance, repair and/or replacement of any failing aspects of the new components of this installation.

Deployment / Installation

The contractor shall install the Internet infrastructure necessary to operate this service and hand over all the necessary information to the U.S Embassy Systems Administrator or his/her designate. The contractor shall also install and commission any other equipment and any other accessories including, but not limited to, items such as power supplies, network numbers, network cards, telecommunications applications, patch cables, electrical wiring and minimal cabling including all necessary accessories to make the required Internet service fully operational.

Internet Service Quality (QoS)

The ISP shall provide excellent Quality of Service (QoS) for the connection that represents the level of consistent download/upload capacity provided.

The ISP shall deploy tools or service to provide content filtering, HHTP and object caching, acceleration/compression capabilities to provide a better QoS and enhance user experience.

Delivery Period

The contractor shall commence work immediately upon signing the contract with US Embassy for the provision of the IS. The contractor shall provide the service for a period of twelve months.

Completion/Termination

US Embassy can terminate the contract at any time due to non-performance.

TERMS OF PAYMENTS:

Payments of goods/services provided under this contract or purchase order will be effective within (30) thirty days after receipt and acceptance of the contract's terms.

HOW TO APPLY:

To be considered, Quotations from ISP providers based in South Sudan must be received by our Procurement office no later than September 15, 2016 at 17:00 South Sudan local time. Bids must be in a sealed envelope addressed to

**Attn:DOS Procurement
American Embassy Juba
Kololo Road Next
European Union
Juba, South Sudan**

and submitted to the U.S. Embassy reception. ISP providers can also submit quotations to the following email address jubaprourement@state.gov

The Contracting Officer reserves the right to reject any and all proposals and to waive any informality in proposals received. In addition, the Embassy reserves the right to establish a competitive range of one or more offerors and to conduct further negotiations concerning price and other terms before awarding the Purchase order, or to award without discussions.

Please direct any questions regarding this solicitation to jubaprourement@state.gov

A site visit has been scheduled for September 12,2016, at **10:00AM** at the American Corner University of Juba. Direct any questions regarding this solicitation in writing to **Juba procurement**, Contracting Specialist: jubaprourement@state.gov or you may also call **0912160321**