**TERMS OF REFERENCE (TOR) FOR PROVISION OF INTERNET SERVICES TO SNV NETHERLANDS DEVELOPMENT ORGANISATION UGANDA OFFICES.**

1. **Background.**

SNV is a not-for-profit international development organisation that makes a lasting difference in the lives of people living in poverty by helping them improve their livelihood, increase incomes and access essential services. SNV focuses on only three sectors and has a long-term, local presence in over 25 countries in Asia, Africa and Latin America. Our team of more than 1,300 staff is the backbone of SNV. SNV implements development approaches tailored to local needs as we believe that countries and communities themselves should be the owners of change. With appropriate knowledge and resources, they can implement and maintain sustainable solutions to restore and or improve livelihoods. SNV operates worldwide as one legal entity and is registered as a corporate organisation (the 16th of July 1965 - The Hague). In Uganda, SNV has been implementing development programs since 1989, and its portfolio continues to grow with an expanded mandate from vast development clients. It, directly and indirectly, operates in over 100 districts of Uganda.

SNV implements projects which restore and improve smallholder livelihoods, incomes and access to essential services. SNV makes a lasting difference in the lives of people living in poverty, helping them improve livelihoods, raise incomes and access crucial services. Driven by the Sustainable Development Goals (SDGs), we are dedicated to a society where all people are free to pursue sustainable development, and no one is left behind. This commitment to equity directs us to focus on inclusive approaches. SNV utilizes its local presence and know-how to realize effective solutions at scale. SNV applies practical know-how to support people living in poverty. By connecting the organization’s global expertise with extensive and longstanding in-country experiences, SNV help realize locally owned solutions.

Therefore having a good, reliable and stable internet services is a major enabler in achieving our mandate.

1. **Objectives of the assignment**

These Terms of Reference aim to provide a framework for Full transmission control protocol/ Internet protocol (TCP/IP) Internet Service Provision for all SNV Uganda offices in all of our major offices of Kampala, Arua, Mbarara, Fortportal and Lira.

The service should be provided based on fixed monthly cost and all bandwidth capacity requirement should be Symmetric Mega Bits per Second (Mbps)

The service is expected to be highly stable and reliable. The Service must also have 7x24x365 coverage for technical and helpdesk support.

1. **Technical Requirements**
2. Internet Service shall **not** have any additional payment or limitation by traffic amount as well as Time of usage.
3. To connect to our offices, the bidder should consider this as the order of technology preference. (1) Fiber Optic cable, (2) Wi-Fi 5GHz Technology (3) VSAT technology and (4) any other technology.
4. The provided bandwidth must be dedicated (CIR = 1:1), and should be symmetric with the same bandwidth on the Downlink as well as the uplink. The provider can also provide the ratio for the asymmetric down and up speeds.
5. The Service provider should be able to provide services to all the offices for easy management on SNV side.
6. All internet prices should be quoted in Ugandan Shillings with all decimal points rounded off to the nearest whole number.
7. The bidder must indicate a test period for all offices quoted and must also indicate what technology they propose to deploy at each office location quoted for.
8. The Bidder must provide a /29 IPV4 subnet of public IP addresses for the head office location and a /30 IPV4 subnet of public IP addresses for all the field offices (Arua, Mbarara, Fortportal, Lira)
9. During the duration of the contract, the Service Provider should be able to upgrade the bandwidth in increments of 1Mbps/1Mbps as well as provide extra Public IP addresses when requested.
10. The provider should not use any intermediate proxies or Transparent proxies as this will interfere with the SNV Uganda Traffic flow. In cases where this is unavoidable, the provider should clearly state any proxies that are intended to be used while offering the service.
11. The provider should not have any limitation on traffic or ports. Bandwidth capacity should be ensured through direct IP connection and not through proxies.
12. The provider must also provide a peering diagram listing its current and planned connectivity capacity to local IXPs as well as international peers where available.
13. The Bidder must ensure service reliability where uptime must not be less than 99.0% per month. if this means installation of a failover link this has to be put as part of the bid. The service provider should also provide a credit allocation policy clearly stating the Customer Credit (%of monthly recurrent charges) vis a vie the length of monthly outage.
14. The Bidder must guarantee that the maximum packet loss within their infrastructure does not exceed 1% per month. Please provide the latest packet loss information as taken during peak and off-peak hours as annex to your bid.
15. The Bidder should have their backbone round trip latency < 40 milliseconds
16. In case of an incident, the provider must guarantee initial diagnostics within the first 2 hours of reporting from an SNV Uganda Personnel and complete resolution within 24hours.
17. The Provider must also provide a list of its own edge equipment that will be deployed at our premises that is CPE, Switch, modem among others) this should also include power and environmental requirements.
18. The Provider must indicate at least three references (Provide Names, Phone number and Email of reference) for similar services in each location where we have an office as mentioned (Arua, Mbarara, Fortportal, Lira and Kampala).
19. Feedback should be provided for the sites below.
20. The proposed internet service solution to be proposed/deployed should be a turnkey solution. This will quicken deployment and prevent blame shifting in case of bottlenecks, should they arise.
21. The proposed solution should be premised on a Layer 3 VPN model, incorporating all SNV

office in Uganda.

1. The ISP should provide a problem resolution matrix to assist SNV follow up on reported

issues with the internet service.

1. It would a good idea to have the ISP indicated that a dedicated IP engineer to SNV Uganda, as a first go to person in case issues do arise on the network

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| **No.** |  | **Office /Site Name** | **Proposed bandwidth** | **Technology/Platform** | **Monthly fee** |
| 1 |  | Kampala office | 25/25Mbps |  |  |
| 2 |  | Mbarara office | 15/15Mbps |  |  |
| 3 |  | Fortportal office | 15/15Mbps |  |  |
| 4 |  | Arua Office | 6/6Mbps |  |  |
| 5 |  | Lira office | 3/3Mbps |  |  |

**Additional Notes**

1. The provider must have 24 hours a day, 7 days a week and 365 days coverage for technical assistance and/or helpdesk facilities. Under the normal circumstances all problems should be resolved within maximum 24 hours after the notification from SNV Uganda is received. The provider is also responsible for contacting designated SNV Uganda network administrator for both scheduled and un-scheduled downtime.
2. The Provider is required to describe what alternate routing or fallback arrangements they have for continuity of service (if any), should their primary link(s) to the Internet backbone become non-operational. Alternate routing or fallback arrangements must meet the standards and requirements set out herein.
3. The Provider must provide a web interface facility for SNV Uganda to retrieve real time and historical information on network performance, Utilization and Usage analysis.
4. The bidder must share proof of being licensed by Uganda Communications Commission to operate as an Internet service Provider in Uganda.
5. Bidder must show proof of registration in Uganda, compliance to taxes through provision of tax clearance certificate addressed to SNV from URA, valid trading licenses.
6. Bidder must fill in the SNV due diligence forms and provide all information required from all sections in the due diligence form attached to this TOR.
7. All questions pertaining this TOR should be addressed to [ugandatenders@snv.org](mailto:ugandatenders@snv.org) with “***internet service provisions questions”*** in the subject line. Questions shall be entertained for only 1 week after advertising this TOR.

**Implementation Timelines**

All installation testing and commissioning works should be completed on the date(s) specified in the contract.

**Contract Duration**

The contract duration will be 24 Months in the calendar years 2022-2024.

**Submission details**

All proposals are to be submitted to [ugandatenders@snv.org](mailto:ugandatenders@snv.org) by C.O.B 25th August 2022 with “proposal for internet service provision in the subject line”