

Terms of Reference/ Scope Of Work

Provision of Internet Bandwidth Service to UN agencies in Iraq,
Long-Term Arrangement (LLTS) basis.
IRAQ-LRPS-2024-002-(9187858)

- Background
- Objectives, Purpose & Expected results
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December - 2023



Request for Proposal for Providing of Internet Bandwidth Service to UN agencies in Iraq

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Background	Multiple United Nation agencies that operate in Iraq planned to establish LTA for provision of dedicated Internet Bandwidth Service to its offices distributed in multiple locations in Iraq. The contract covered 1 year of Internet service with a possibility for extending 2 more years (1 year + 1 year) based on satisfactory performance, UNICEF requirements and stability of market conditions. UNICEF is selected to be the management organization for this procurement on behalf of other UN agencies in Iraq through ICT working group and procurement working group under UN Iraq Operations Management Team.
Objectives, Purpose & Expected results	The purpose of this Terms of Reference (TOR) is to describe the specific requirements for the UN agencies for the provision of Internet services to its personnel through the means of outsourced turnkey contract(s) to commercial service providers who can meet the requirements as stated in this TOR.
Description of the assignment	1. UN agencies will be provided with Internet Bandwidth Service through a fiber optic link in the UN premises for exclusive use by UN agencies as primary link. If the fiber optic is not applicable, then the ISP should provide justifications to be reviewed and if approved then Wireless link can be established. The ISP will be responsible for all required licenses and activation fees, if any, for the Iraqi government. 2. The ISP will provide a backup/failover connection through a Wireless link which should be separate from the primary link. The ISP is responsible for ensuring the connectivity and Line of Sight. 3. The ISP will provide VSAT connection (Bands and equipment types to be detailed in the offer) 4. The ISP will provide a minimum of 14 usable Global IP addresses for each site. 5. The ISP will provide one (1) week trial for testing and configuration free of charge, including to check the compatibility between ISP network and UN agencies system setup, and the contract will be terminated if it is not compatible within the test period. 6. The ISP will provide all required equipment/parts of the link free of charge in the initial setup, including the external routers and switches at the shared premises. During the contract period, the replacements equipment will also be provided with the same/upgraded quality and specification for all deliverables at no additional cost, ISP will retrieve all the equipment after the end of contract.

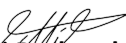
	7. UN agency should provide the required space to host the link equipment in the Data Centers and Towers. 8. The ISP will provide 24/7 technical support during the term of this agreement when applicable. 9. The ISP will provide continuous monitoring tools such as PRTG, MRTG or any equivalent tool. 10. The ISP will provide traceroute and ping tests (From Inside Iraq) to the following destinations through all their backbone/upstream providers along with bid submission and agrees to maintain multiple backbone/upstream connections throughout the contract period for uninterrupted service: 8.8.8.8 and 8.8.4.4, 54.83.48.147. 11. The UN agency will contact the selected ISP prior to issuing of contract to coordinate for the required components, including bandwidth, equipment, licenses, and activation fees. In the case of shared premises, connectivity equipment may be shared among agencies for cost efficiency. 12. The ISP will consider bypassing geolocation service limitations that might block certain services (e.g. banking and financial services)		
Location	To ensure optimal performance and cost-effectiveness, the ISP can submit offer/s to provide Internet service/s for specific geolocation and connection type as listed below:		
	Location	Type	Total Estimated Bandwidth
	Baghdad	Fiber Optic/ Wireless link	440 Mbps
	Baghdad	VSAT	18 Mbps
	Erbil	Fiber Optic/ Wireless link	735 Mbps
	Erbil	VSAT	10 Mbps
	Basra	Fiber Optic/ Wireless link	55 Mbps
	Basra	VSAT	2 Mbps
	Dohuk	Fiber Optic/ Wireless link	273 Mbps
	Dohuk	VSAT	10 Mbps
	Mosul	Fiber Optic/ Wireless link	75 Mbps
	Kirkuk	Fiber Optic/ Wireless link	30 Mbps
	Sulaymaniyah	Fiber Optic/ Wireless link	100 Mbps
	Sulaymaniyah	VSAT	8 Mbps
	Anbar	Fiber Optic/ Wireless link	20 Mbps
	Diyala	Wireless link	17 Mbps
Salah El-Din	Wireless link	20 Mbps	
Qualification requirements	Specifies the professional requirements of the individual(s) and/or team(s) for the assignment including required experience, skills, and qualifications; if applicable: Company background, with minimum of 5 years in business related to the assignment and experience in managing similar services or projects. Financial strength, financial statement for the year 2021-2022 or 2022-2023 shall be provided. Registration documents of the company is required. In addition to the permanent technical and managerial representation inside Iraq.		

	Appropriate technical resources with the right skills/expertise, qualifications to deliver the outputs required. Key technical skills/expertise of individual team members to be used to execute the assignment, qualifications/level of education of key staff that will be assigned to this project, evidence of expertise/experience of each individual team member etc.		
Evaluation process and methods	4.1 Initial Technical Evaluation Pass/Fill approach: (Vendor must be passed all the below requirement to be consider for the technical evaluation process).		
	MANDATORY REQUIREMENTS	SUPPORTING DOCUMENTS	SCORE
	Lead bidder is a legal entity regulated and licensed Internet Service Provider in Iraq.	Registration with relative governmental entities in Iraq such as ITPC, CMC and KRG MoTC. (Supporting documents to be provided)	Pass / Fail
	Service Level Agreement	Confirm maintaining the connection availability for maximum throughput guaranteed through SLA of 99.5% or above.	Pass / Fail
	Support and Monitoring	The vendor must confirm the ability to continuously monitor throughput as per contractually agreed terms in the contract and the provision of 24/7 support. Technical support must be provided remotely once the complaint is lodged. The maximum critical Incident response time is one (1) hour and four (4) hours for onsite. Monitoring tools like PRTG, MRTG or any equivalent are required. The vendor must provide remote technical assistance for repair/defect rectification on vendor-supplied hardware.	Pass / Fail
	Then Bid shall be evaluated based on technical and financial criteria. The ratio weight between technical and financial criteria is (60:40). Technical Evaluation: - The Bid shall be technically evaluated as below:		
		Technical evaluation Criteria	Calculation of Points
		Company background; years in business with experience in managing similar services or projects and client portfolios with evidence considering the minimum 5	5 years=4
			6 years=5
			7 years=6
			8 years=7

	years requirement. The scores will be calculated as detailed.	9 years=8 10+ years=10	
	Several similar ISP services are delivered by the bidder to international organizations and reputable government organizations minimum accepted is 02 clients. The vendor should provide a letter of reference with contact information.	No Clients= 0 2 clients= 5 3 to 4 clients= 8 Five clients and above= 10	10
	Connection Availability for maximum throughput guarantee mentioned in SLA (minimum acceptable guaranteed uptime is 99.5%). More points will be awarded for availability up to 99.9 %). indicating evidence will be required such as similar service reports.	>99.9%= 15 >99.8%= 13 >99.6%= 11 >99.5%= 10 Less than 99.5%= 0	15
	Appropriateness of the implementation plan and schedule to the project goals and project quality assurance measures to ensure successful implementation such as providing the company's backbone/border connections.		15
	Appropriate technical resource with the right skills/expertise, qualifications to deliver the outputs required; Key technical skills/expertise of Individual team members to be used to execute the assignment; Qualifications/level of education of key staff that will be assigned to this project, evidence of expertise/experience of each individual team member etc.		10
	Total out of 60 (minimum passing score is 42)		60
	- The passing score of the technical criteria is 42 out of 60. Financial Evaluation: - The bidder will be financially scored based on the formula below: Contractor(A) = (Maximum score for price proposal (40 points) x Price of lowest-priced proposal among technically passed bidders)/Price of the proposal (A) The total weight of the bidder will be cumulative of the two above formulas (Technical and Financial).		
Administrative issues	The financial offer will be in: - IQD (Iraq Dinars), it is important for a bidder to have an IQD bank account. - If a bidder quotes in any other currency i.e US Dollar (USD), below shall apply:		

	a. Awards will be made based on the currency of their offer. The bidder is required to have a bank account in the currency of their offer. b. If a bidder has quoted in USD (US Dollar) or any other currency, for evaluation purposes only, proposals submitted in USD or any other currency will be converted into IQD using the United Nations rate of exchange in effect on the submission deadline date.
Payment Schedule	Payments shall be made to the contractor on monthly bases upon accomplishment of the deliverables based on the submitted offers and pricing. The contracted UN agency shall make payments through bank transfer modality only, the contractor shall provide the UN agency with details of bank account.

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Reviewed By:



UNHCR
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