

**Terms of reference (ToRs) for the procurement
of services below the EU threshold**

Project title: CO

Country: Iraq

Services specified in the tender: Internet Service

**Project number/
cost centre:**

18.9206.6-001.00

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0. List of Abbreviations

BMZ	Bundesministerium für wirtschaftliche Zusammenarbeit und Entwicklung Federal Ministry for International Cooperation and Development
KRI	Kurdistan Region of Iraq
ToRs	Terms of Reference
DIA	Dedicated Internet Access
FTTH	Fiber to the Home
PRTG	Paessler Router Traffic Grapher

1. Context

The wide range of services offered by the Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH is based on a wealth of regional and technical expertise and on tried and tested management know-how. We are a German federal enterprise and offer workable, sustainable, and effective solutions in political, economic and social change processes. Most of our work is commissioned by the German Federal Ministry for Economic Cooperation and Development (BMZ). However, GIZ also operates on behalf of other German ministries and public and private bodies in Germany and abroad. These include governments of other countries, the European Commission, the United Nations, and the World Bank. We are equally committed to helping our clients in the private sector attain their goals.

2. Objective

GIZ Iraq requires contractual services for the installation and provision of highly stable and reliable internet services in Erbil.

The Connection should be fiber-optic cable. The link should be able to support applications and services such as data communication and the internet between the endpoints. Duplex with no additional payment or limitation by traffic amount (unlimited traffic – no download quota) and time.

3. Terms of reference for the contractor

The contract term duration is from 01.12.2024 to 30.11.2026.

4. Specific Tasks

4.1 Technical tasks

- Provide a business broadband service that gives you access to the internet, with guaranteed upload and download speeds
- Provide Dedicated B.W, full duplex through fiber-optic cable
- 24/7 Monitoring system through PRTG – Create an account to check the service and Capacity
- 24/7 Customer Support
- Equipment Guarantee and Maintenance.
- Provision of Public IPs.

4.2 Service Availability

- The service provider shall provide the necessary equipment and installation devices.
- The service provider will use reasonable efforts to assist and respond to appropriate requests that the GIZ may make.
- The service provider will use the best possible endeavor to ensure that the service is always available.
- The service provider must provide unlimited bandwidth for at least two continuous hours. The internet should be without any cut or interruption up to 5 times a year and upon GIZ request with one hour's notice in advance.
- Offering on-call or 24/7 technical support for troubleshooting and maintenance
- Quick resolution of any downtime or service-related issues

4.3 Security & Privacy

- Secure connection with proper encryption protocols.

All customer information required for providing the service, including personal information such as an address, telephone number, and banking details, will be kept in the strictest confidence.

5. Description of specific work:

The service provider shall have Dedicated Internet Access (DIA) and the capacity of:

	GIZ office locations	Mbps Download/ Upload
1	Erbil-Golan tower-floor 2	Minimum 100 Mbps

6. Terms of Warranty and Technical Support Services.

During the warranty period, the supplier shall provide free of charge technical support by phone call or by reaching the problem area.