



# REQUEST FOR TENDERS

File: AP 9/7/7/2  
Date: 21 December 2020  
To: Interested Suppliers  
From: Christian Slaven, IT Manager

**Subject: Request for tenders: SPREP Internet services - EXTENDED**

## 1. Background

- 1.1. The Secretariat of the Pacific Regional Environment Programme (SPREP) is an intergovernmental organisation charged with promoting cooperation among Pacific islands countries and territories to protect and improve their environment and ensure sustainable development.
- 1.2. SPREP approaches the environmental challenges faced by the Pacific guided by four simple Values. These values guide all aspects of our work:
  - We value the Environment
  - We value our People
  - We value high quality and targeted Service Delivery
  - We value Integrity
- 1.3 For more information, see: [www.sprep.org](http://www.sprep.org).

## 2. Specifications: statement of requirement

- 2.1. SPREP would like to call for tenders from qualified and experienced locally registered Internet Service Providers (ISP) who can provide internet services to SPREP for a duration of 24 months.
- 2.2. The successful applicant will provide services as identified in the Terms of Reference (attached as Appendix 1) and in consultation with SPREP IT.

## 3. Conditions: information for applicants

- 3.1. To be considered for this tender, interested suppliers must meet the following conditions:
  - i. Address all technical requirements attached in Annex 1
  - ii. Provide 3 references of companies and organizations of similar size and internet plan.
  - iii. Complete the tender application form provided (*please note you are required to complete in full all areas requested in the Form, particularly the Statements to demonstrate you meet the selection criteria – DO NOT refer us to your CV or your Technical Proposal. Failure to do this will mean your application will **not** be considered*).
  - iv. Sign the Conflict of Interest form provided.
  - v. Offers must be valid for 60 days from the closing date of tenders.

## 4. Submission guidelines



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- 4.1. Tender documentation should demonstrate that the interested supplier satisfies the conditions stated above and is capable of meeting the specifications and timeframes as outlined in the Terms of Reference. Documentation must also include supporting examples to address the evaluation criteria.
- 4.2. Tender documentation should outline the interested supplier's complete proposal: methods, products and services, personnel (and their skill sets/curricula vitae), timeframes and costs.
- 4.3. Tenderers/Bidders must insist on an acknowledgement of receipt of tenders/proposals/bids.

### 5. Tender Clarification

- 5.1. Any clarification questions from applicants must be submitted by email to [procurement@sprep.org](mailto:procurement@sprep.org) before 09 December 2020. A summary of all questions received with an associated response will be posted on the SPREP website [www.sprep.org/tender](http://www.sprep.org/tender) by 11 December 2020.

### 6. Evaluation criteria

- 6.1. SPREP will select a preferred supplier on the basis of SPREP's evaluation of the extent to which the documentation demonstrates that the tenderer offers the best value for money, and that the tenderer satisfies the following criteria.
  1. Proposed Internet Plans **(25%)**
  2. Total Cost **(15%)**
  3. Demonstrate Technical Support Capacity **(10%)**
  4. Automatic Failover Redundancy and Peering to local and upstream providers **(10%)**
  5. Security of ISP core network such as ability to mitigate cyber attacks **(10%)**
- 6.2. The tender proposal will also be evaluated on these additional criteria's
  6. Provide special rates for SPREP sanctioned meetings in Samoa **(10%)**
  7. Provide internet plans for SPREP Management and SPREP Staff Members **(10%)**
  8. Network quality of home plans (coverage, speed, reliability) **(10%)**

### 7. Deadline

- 7.1. **The due date for submission of the tender is: 06 January 2021, midnight (Apia, Samoa local time).**
- 7.2. Late submissions will be returned unopened to the sender.
- 7.3. Please send all tenders clearly marked 'TENDER: **SPREP Internet services**' to one of the following methods:

Mail: SPREP  
Attention: Procurement Officer  
PO Box 240  
Apia, SAMOA

Email: [tenders@sprep.org](mailto:tenders@sprep.org) (MOST PREFERRED OPTION)



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Fax: 685 20231

Person: Submit by hand in the tenders box at SPREP reception,  
Vailima, Samoa.

SPREP reserves the right to reject any or all tenders and the lowest or any tender will not necessarily be accepted.

**For any complaints regarding the Secretariat's tenders please refer to the  
Complaints section on the SPREP website**

<http://www.sprep.org/accountability/complaints>



### Annex 1: Terms of reference

#### Essential Requirements:

1. Propose internet plans and costs that meet these specifications:
  - a. Bandwidth capacity of 50Mbps, 75Mbps, 100Mbps Primary Link via Optic Fiber (Dedicated)
  - b. Bandwidth capacity of 50Mbps, 75Mbps, 100Mbps Redundant Secondary Link
  - c. Unlimited Data Usage
  - d. /27 Public IP address
  - e. All connections must be terminated at the SPREP Campus
2. Total Cost
3. Technical Capacity in providing Technical Support
4. Automatic Failover Redundancy and Peering to local and upstream providers
5. Security of ISP core network such as ability to mitigate cyber attacks

#### Additional Requirements:

6. Provide special rates for SPREP sanctioned meetings in Samoa
7. Provide internet plans for SPREP Management and SPREP Staff Members
8. Network quality of home plans (coverage, speed, reliability)

#### The Successful ISP will work with SPREP to:

1. Draft an agreement and contract for the services that will be provided including but not limited to
  - duration of contract
  - bandwidth and volume agreements
  - service level and technical support agreements
  - periodic review of services
2. Setup, configure and test public IP addresses on router interfaces and ensure functional Internet Connectivity to all SPREP Local Area Networks
3. Setup configure and test redundancy options for the SPREP local loop
4. Provide technical support to troubleshoot and isolate internet related problems

SPREP reserves the right to enter into negotiation with respect to one or more proposals prior to the award of a contract, split an award/awards and to consider localized award/awards between any proposers in any combination, as it may deem appropriate without prior written acceptance of the proposers.



The successful provider must:

- Be willing to accommodate ad hoc requests or supplement agreements approved by Director General of SPREP such as for Projects or in the event of an Emergency
- must supply the services to the extent applicable, in compliance with SPREP's Values and Code of Conduct

[https://www.sprep.org/attachments/Publications/Corporate\\_Documents/sprep-organisational-values-code-of-conduct.pdf](https://www.sprep.org/attachments/Publications/Corporate_Documents/sprep-organisational-values-code-of-conduct.pdf)