

REQUEST FOR TENDERS

File: AP 9/7/7/2
Date: 27 September, 2018
To: Interested suppliers
From: Eveli Tagi, ITNSSE

Subject: Request for tenders: SPREP Internet Services

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. For more information, see: 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:
 - 3.1.1 Address all technical requirements attached in Annex 1
 - 3.1.2 Complete the tender application form provided
 - 3.1.3 Provide 3 references of companies and organizations of similar size and internet plan.

4. Submission guidelines

- 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 Maraea Pogi on maraeap@sprep.org and copy Epeli Tagi (epelit@sprep.org) before 15 of October 2018. A summary of all questions received with an associated response will be posted on the SPREP website www.sprep.org/tender by 17 of October 2018.

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 points)**
 2. Total Cost **(15 points)**
 3. Demonstrate Technical Support Capacity **(10 points)**
 4. Redundancy options **(10 points)**
 5. Security options **(10 points)**
- 6.2. The tender proposal will also be evaluated on these additional criteria's
1. Provide Internet Plans and offers for SPREP staff **(10 points)**
 2. Provide special rates for SPREP sanctioned meetings in Samoa **(10 points)**
 3. Network quality of home plans (coverage, speed, reliability) **(10 points)**

7. Deadline

- 7.1. **The due date for submission of the tender is: 27 October 2018, midnight (local time Apia, Samoa)**
- 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

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 an internet plan that matches these ***minimum*** specifications:
 - a. 30Mbps Primary Link via Optic Fiber (Dedicated)
 - b. 30Mbps Redundant Secondary Link
 - c. Unlimited Data Usage
 - d. /27 Public IP address
 - e. All connections must be terminated at the SPREP Campus
2. Total Implementation 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:

1. Provide Special Rates for SPREP sanctioned meetings in Samoa
2. Provide internet plans for SPREP Management and SPREP Staff Members
3. 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