**Terms of Reference**

UNHCR Iraq is seeking to engage a qualified Internet Service Provider (ISP) for the provision of high-speed internet services. The initial contract duration is one year, with the possibility of extension based on performance and UNHCR's discretion.

**Scope of Services**

The selected ISP will be responsible for the following:

Internet-providing Companies will be responsible for installing, operating, and maintaining high-speed internet services as follows:

1. Internet Access:
   1. Provide full internet access, including browsing, email, FTP, instant messaging, web conferencing, and other relevant features.
   2. Supply a minimum of 2 public IP addresses.
   3. Ensure a high-speed dedicated internet service with the bandwidth capacities specified below.
2. Configuration and Compatibility:
3. Perform configuration at no additional cost, including verifying compatibility with UNHCR HQ in Geneva's system setup.
4. Terminate the contract if compatibility issues are identified during the test period.
5. Equipment and Accessories:
   1. Supply and maintain all necessary equipment and accessories required to deliver the specified bandwidth and quality.
   2. Ownership of equipment up to the core switches of UNHCR’s offices will reside with the ISP.
6. Replacement Equipment:
7. Provide replacements for any equipment or parts included in the initial setup at no additional cost, ensuring they meet the same quality, standard, and specifications.
8. Bandwidth details:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Location (Office/City)** | **Type of Connection** | **Bandwidth Mbps** | **GPS Location** |
| 1 | Erbil | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **100** | N 36.19109 - E 44.00951 |
| 2 | Duhok | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **50** | N 36.85743 - E 42.98372 |
| 3 | Sulaymaniyah | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **20** | N 35.56555 - E 45.43833 |
| 4 | Reg. Centre Baharka Erbil | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **50** | N 36.187796 - E 43.963100 |
| 5 | Arbat, Sulaymaniyah | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **5** | N 35.376600 - E 45.609400 |
| 6 | Reg. Centre Salim St., Sulaymaniyah | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **15** | N 35.559190 - E 45.417640 |
| 7 | Domiz 1, Duhok | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **30** | N 36.782300 - E 42.891400 |
| 8 | Gawilan, Duhok | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **20** | N 36.338500 - E 43.615800 |
| 9 | Akre, Duhok | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **5** | N 36.735400 - E 43.879600 |
| 10 | Derabon, Duhok | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **20** | N 37.085476 - E 42.428429 |
| 11 | Erbil Gazna Warehouse, Erbil | Full Duplex Fiber Optics or Microwave/WiMAX. (Fiber Optics preferred) | **2** | N 36.1646 E 43.5643 |

1. Performance Requirements
   1. Access to high-speed international backbone with a packet loss not exceeding 5%.
   2. Latency to North America not exceeding 300ms.
   3. Internal latency maximum of 5ms between UNHCR locations in Iraq and the ISP’s internet gateway.
2. Service Maintenance and Support
   1. Ensure the fiber/wireless link connection is operational and maintain the connection from the ISP to UNHCR HQ in optimal working condition.
   2. Provide technical support 24/7 throughout the agreement by Qualified and Certified technical engineers.
   3. Offer remedial maintenance and support as needed.
3. Time to Repair not to exceed as set forth below:

|  |  |
| --- | --- |
| Fault category | TTR (Hours) |
| Critical | 4 |
| Major | 8 |
| Minor | 24 |

1. Fault escalation process will be initiated automatically by Internet providing staff as follows:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Level | Definition | Critical | Major | Minor |
| 1 | Technical services and operation teams | 1 hour | 2 hrs. | 4 hrs. |
| 2 | IT and Sales Directors | 2 hrs. | 24 hrs. | 48 hrs. |
| 3 | CEO | 16 hrs. |  |  |

1. Guarantee 99.5% carrier-grade service availability except for downtime possibilities listed under out-of-scope issues.

Availability calculation: **(total number of hours in running month – (downtime in hours / total number of hours in running month)) x 100%.**

Restitution / Penalty**: (99.5% - Availability) x monthly charge**

Restitution / Penalty will be accumulated into the calculation of the expense of monthly charge hereinafter.

1. Maintain network and traffic Monitoring on a 24x7 basis and monitor network performance for alarms. Provide monthly reports about the network status and performance. The Internet provider shall also provide UNHCR with user access to the Bandwidth Monitoring tool PRTG.
2. Other Technical requirements include:

* Symmetric bandwidth requirements as specified in the table.
* Capability to create VPN tunnels between offices.
* Minimum guaranteed bandwidth per office with potential for bursting within the total bandwidth limit.
* Preferred connection type: fiber-optic; wireless solutions where fiber is unavailable.
* No traffic/port limitations; ensure direct IP connection without mandatory proxies or firewalls.
* Minimum of 2 static publicly routable IP addresses per connection.
* Guarantee data confidentiality: prior agreement required for traffic scanning.
* Provide all necessary hardware, cabling, and software.
* Latency from any UNHCR office to HQ/Geneva should not exceed 275ms.
* Redundant, dedicated point-to-point internet links.
* Ensure worldwide reachability.
* Support for managed VPN services and Layer 2 networks.
* Manage Customer Premises Equipment (CPE) installed at various office locations.
* Tier 1 or Tier 2 connectivity to the internet backbone.
* Provide free and unlimited technical support with contact options and an account manager/focal person.
* Traffic management, network monitoring, and access to raw log files.
* Quality of Service (QoS) standards.
* Fiber optic connectivity to the internet backbone.
* Ability to provide group bandwidth solutions. Redundant, dedicated point to point links to the Internet.
* Worldwide reachability.
* Support Managed VPN Services and layer 2 network.
* ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the different office premises.
* Tier 1 or Tier 2 connectivity to the Internet backbone.
* Free and unlimited technical support. Contacts for service faults by telephone and email should be provided. An account manager/focal person with escalation matrix should be specified.
* Traffic management, network monitoring and access to raw log files for each Office link.
* Level of quality of Service.
* Fiber optic connectivity from the ISP to the Internet backbone.
* Ability to provide group bandwidth.

**Supplier Name:**

**Address:**

**Authorized Person:**

**e-mail:**

**Phone Number:**

**END**