



REQUEST FOR PROPOSAL

GENEVA CALL SUDAN

ANNEX I

REQUEST FOR PROPOSAL

1. Scope and requirements

1. Service Locations:

- We are currently looking for internet connections for our office and guesthouse as outlined in the objectives above

2. Bandwidth Requirements:

- Minimum bandwidth: 20 Mbps upload/download for the office and 5Mbps for the guesthouse

3. Technology Requirements:

- Fiber optic, satellites such as VSAT. *Please note that we are not looking for mobile based provider*
- Redundancy and failover systems
- Public and static IP addresses if needed

4. Service Level Agreement (SLA):

- Minimum 99.9% uptime guarantee
- Response time for troubleshooting: [e.g., 1 hour response time]
- Compensation terms for unplanned outages exceeding a certain duration

5. Security:

- Secure internet connection (including firewalls and DDoS protection)
- Compliance with Sudanese regulations on data protection
- Data encryption

6. Additional Services:

- 24/7 technical support
- We want the installation for the office to include software that can provide total control over our internet such as MikroTik, Meraki etc
- Proactive monitoring and maintenance
- On-site support availability
- Discounts allowed for economies of scale in this regard. Please include any benefits Geneva Call shall benefit from procuring from you this service on long term basis

3. Proposal Guidelines:

Submit your proposal in two; the financial proposal outlining all the cost, associated with installation, labour + VAT and the subscription fee. To be submitted to rpfinance@genevacall.org.

Technical proposal that outlines the technical specifications, internet speed, coverage in Port Sudan as well as other locations within Sudan shall be sent to rpf@genevacall.org.

4. Eligibility Criteria:

Fully registered internet service provider can participate in this process

5. Evaluation and Selection Process:

The evaluation will consider the answers to the scope and requirements, in combination with the price for both locations.



6. Terms and Conditions:

Terms and Conditions of the contract to be completed shall be governed by the Sudanese laws

7. Confidentiality:

All the bids shall be given equal treatment, and confidentiality shall be maintained for all applicants

8. Third Party Performance Reviews and Audit

8.1 Performance Review. In addition to internal measures of performance, Geneva Call retains the right to require independent evaluation of Contractor performance. Geneva Call may contract with independent third parties to audit the contract service levels. The Contractor will cooperate fully with any third-party audit and agrees that all information shared with Geneva Call may be shared with such third-party contractor.

8.2 Financial Audit. Geneva Call requires the Contractor to retain all financial documents related to the costs and revenues of its account for the standard financial data retention period in the country of incorporation.

Proof of registration

1. Cost Breakdown:

- a. Provide a detailed cost breakdown, including all relevant expenses for the complete project.
- b. Breakdown costs by development phase or key deliverable.

2. Financial Ratio Company

Financial stability company

Liquidity ratio, debt-to-equity ratio, profitability ratios used to assess financial performance

3. Payment Schedule:

- a. Define a clear payment schedule aligned with key milestones and deliverables.

4. Additional Expenses:

- a. Identify any additional expenses that may arise during the project's lifecycle.

5. Budget Justification:

- a. Provide a brief justification for the proposed budget, explaining the rationale behind major cost items.

6. Management:

- a. Provide the resumes of the key members of the management team of the company.

10 The Contract

10.1 Term of Agreement. The Agreement resulting of this solicitation shall be for an initial period of one (1) year with the option to extend, at the sole discretion of Geneva Call, for an additional two (2) two-year period

10.2 Termination Geneva Call may terminate the Agreement resulting from this solicitation, or any services under such Agreement, without prejudice to any other rights or remedies, by giving thirty (30) days written notice to the Contractor.