



## **REQUEST FOR PROPOSAL FOR PROVISION OF INTERNET SERVICES FOR A PERIOD OF TWENTY-FOUR (24) MONTHS**

### **1. Back ground**

Uganda clays limited, the leading manufacturer of clay baked products is desirous of a competent firm to provide internet services. Uganda Clays Limited is located in Kajjansi, 14 Kms Entebbe Road, Kajjansi and currently has around 200 end users (HQ- Kajjansi, Kamonkoli, Ntinda & Lugogo) connected through an inter-office LAN and Data Connectivity System.

### **2. Purpose.**

To provide a framework for full TCP/IP Internet Service Provision for the Uganda Clays Limited and to some selected home within Kampala. The service should be provided based on a fixed monthly fee. Capacity requirement: symmetric bandwidth for the Main and backup, Connection should be cable type, preferably fiber-optic; wireless solutions may be considered. The service is expected to be highly stable and reliable. The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities.

### **3. Specifications**

3.1 Below are the detailed specifications for the requirement

- a) Speed requirements:
  - i. Leased line 100MBPS
  - ii. HQ – Kajjansi 50MBPS

- iii. Mbale 30MBPS
  - iv. Ntinda 5MBPS
  - v. Lugogo 5MBPS
- b) In case of share channel, the minimal guaranteed bandwidth should be clearly mentioned in the proposal
  - c) The connection should be of cable type, preferably fiber-optic; wireless solutions may be considered.
  - d) No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection.
  - e) Subnet of at least 14 static publicly routable IP addresses is required.
  - f) Service reliability must be ensured. Overall uptime should not be less than 99%.
  - g) Data confidentiality guarantee: Provider may not scan traffic (if this should be done for finding problems in the network a prior Uganda Clays Limited agreement must be obtained).
  - h) All necessary hardware, cabling, and software (if required for Internet service) should be provided and set up by the provider.
  - i) Latency from the Uganda Clays Head offices to Mbale factory and the outlets shall be no more than 200 ms.
  - j) Worldwide accessibility
  - k) Support Managed VPN Services
  - l) Policy on over subscription (sharing ratio 1:1 to guarantee bandwidth)
  - m) ISP must be able to manage the Customer Premises Equipment (CPE) to be installed in the Uganda Clays Limited Head Office.
  - n) Free and unlimited technical support
  - o) Traffic management, network monitoring and access to raw log files
  - p) Quality of Service
  - q) Fiber optic connectivity from the ISP to the Internet backbone

#### **4. Technical proposal;**

4.1 All proposals submitted to UCL must include;

- 4.2 Information addressing bidders experience in providing similar services identified in the above statement of works and bidders proposed approach for providing those services to UCL under this Contract. Including sufficient information to determine a clear definition of services as it relates to other providers that may be involved.
- 4.3 Information addressing bidder's expertise and capacity
- 4.4 Bidders should provide recommendation letters from at least two current references for work performed of similar nature, along with contact details. Ucl may contact the references to evaluate past performance.
- 4.5 The proposal must address the purpose, specifications, key deliverables and experience as highlighted in Clauses 2,3,5 6 & 7
- 4.6 The proposal must have Teams CV's or resumes

## **5. Key deliverables**

- 5.1 The successful provider must have 7x24x365 coverage for technical assistance and/or helpdesk facilities. Under the normal circumstances all problems should be resolved within maximum 24 hours after the notification from Uganda Clays Limited is received. The provider is also responsible for contacting designated Uganda Clays Limited network specialist(s) for both scheduled and un-scheduled downtime.
- 5.2 Offerors are required to describe what alternate routing or fallback arrangements for continuity of service they have in place (if any), should their primary link(s) to the Internet backbone become non-operational. The offeror is to indicate what contracting arrangement they have with the primary Internet providers they work with.
- 5.3 The selected provider must provide weekly reports on network performance, utilization, and usage analysis.
- 5.4 Uganda Clays Limited may wish to visit the vendor's Network Operations Centre.
- 5.5 The successful provider must have a physical presence, including availability of technical support, in Uganda.

## **6. Qualification and experience for a potential bidder**

6.1 5 years relevant experience in provision of services in nature, scale and complexity commensurate with the present terms of reference, with already provided services possessing features required by these terms of reference; The company must have at least three similar contracts (similar by scope, nature and amount), preferably with international / intergovernmental organizations. Evidences of these contracts are required; references from other clients are highly welcome.

6.2 Qualified and experienced experts in system administration, working under the general supervision and guidance of the department and / or company manager and under the overall oversight of the focal person in Uganda Clays Limited. The proposed team should have solid experience in the provision of services in nature, scale and complexity commensurate with this requirement.

6.3 Seven days a week and 24 hours per day coverage for technical assistance and/or helpdesk facilities. Any problem should be resolved within a maximum of 2 hours after the notification.

6.4 The bidder must have a Network Monitoring System (NMS) supported by a qualified and experienced engineers/technical support team.

## **7. Implementation Timeline**

7.1 All installation works should be accomplished, and connection launched within 30 days after the signing of the Contract.

## **8. Financial Proposal;**

8.1 Bidders must ensure that their financial proposals take care of the following;

- a) Proposal must be submitted in Ugx, Payments under any resulting contract will be made in this currency.
- b) The Internet service should be based on a fixed monthly fee payment plan with no additional cost.

c) Contract duration: 2 years with possibility for graceful exit with a 30-, 60- or 90-days period of written notice, without penalties for Uganda Clays Limited.

d) Financial capability in terms of adequate cash flows to meet the contract operational obligations.

e) Payment terms (45 days from invoice date)

f) sound financial performance

**9) Legal documents to be submitted alongside the proposal:**

9.1 Documents required include the following;

- Certificate of incorporation
- Memorandum and Articles of association
- Valid Trading License
- VAT Registration Certificate
- Tin Registration Certificate
- Banking Details on Company Letter head.
- Recommendation from at least two (2) commendable companies
- Tax Clearance Certificate.

**10) Evaluation and award process**

10.1 Experience of the Company and familiarity with manufacturing experiences and works

10.2 The Consultant will be selected in accordance with experience, methodology, equipment and tools ownership, Assessment of Team's skills and qualifications as outlined above.

10.3 The selection process of the provider will be based on the set of criteria developed by UCL Evaluation Committee to evaluate the proposals.

10.4 The Evaluation Committee will evaluate the proposals by using the combined scoring method. Technical proposal will be evaluated on 50%; Legal documents 10% whereas financial proposals will be evaluated at 40%.

## 11) Deadline and submission

Proposals should be submitted online or to the address below not later than the date and time of deadline below. Any proposals received after the deadline of submission of proposals shall be declared late, rejected and returned unopened to the bidder.

Procurement Manager

Uganda Clays Limited

P.O. Box 3188, 14km along Entebbe Road Kajjansi

Submission Deadline: 12<sup>th</sup> December, 2023

Time: 1700hrs