



LEGAL AND HUMAN RIGHTS CENTRE

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TERMS OF REFERENCE

INTERNET SERVICE PROVISION

MARCH 2024.

1. INTRODUCTION

Legal and Human Rights Centre (LHRC) is an independent, non-partisan and non-profit human rights organization, that seeks to promote internationally recognized human rights norms and standards in Tanzania. The organization specializes in legal and human rights monitoring, legal aid, civic awareness, research, advocacy for policy and legal reforms. Organization has a mission of empowering the people of Tanzania, to promote, reinforce and safeguard human rights and good governance in the country. The broad objective is to create legal and human rights awareness among the public and the underprivileged section of society through legal and civic education, advocacy linked with legal aid provision, research, and human rights monitoring.

2. OBJECTIVE

The Legal and Human Rights Center (LHRC) invites qualified and experienced Internet Service Providers (ISPs) to submit proposals for a framework for full TCP/IP Internet Service at LHRC offices. The selected ISP will be expected to establish a reliable and high-speed internet connection, facilitating seamless connectivity and communication between all LHRC offices. The service is expected to be highly stable and reliable.

3. SCOPE OF WORK / TECHNICAL REQUIREMENT:

The selected ISP shall fulfill the following requirements:

3.1. Service Overview:

The Internet Service Provider (ISP) will be required to provide high-speed internet connectivity to LHRC headquarters (HQ) located **at Kijitonyama in Dar es Salaam**, with a bandwidth of **100mbps**. Additionally, the ISP shall provide seamless data connections to the branch offices at **Kinondoni in Dar es salaam**, **Sakina in Arusha**, as well as **Area D in Dodoma** with speeds of **25mbps**, **25mbps**, and **15mbps respectively**, all branch offices browse internet through HQ.

3.2. Service Quality and Reliability

- a) The service provided by the ISP shall have a minimum uptime of **99% per month**.
- b) In the event of an outage, the ISP shall ensure that service is restored within a maximum timeframe **of 2 hours** from the time of outage detection.

- c) The ISP shall conduct regular maintenance during **non-business hours** to minimize disruptions to service.
- d) The latency from the LHRC Kijitonyama HQ to LHRC offices shall be not more than 200 mil s.

3.3. Equipment and Hardware

All necessary hardware, cabling, and software (if required for Internet service) should be provided and set up by the provider, except the Firewall Appliance.

3.4. Bandwidth Provisioning

- a) The ISP shall ensure that the allocated bandwidth meets the specified requirements at all times.
- b) Any fluctuations in bandwidth shall be promptly addressed by the ISP to maintain consistent service levels.

3.5. Network Redundancy

- a) The primary internet links for all locations shall be **through fiber optic connections**.
- b) Backup links shall be provided using either fiber or Point-to-Point (P2P) microwave technology.
- c) Backup links shall be established using diverse routes to minimize the risk of simultaneous failure.
- d) Backup links shall have the equivalent bandwidths of the primary links

3.6. Technical Support

- a) The ISP shall provide 24/7 technical support to address any issues or concerns.
- b) Support channels shall include but not be limited to phone, email, and online chat.

3.7. Security Measures

- a) LHRC shall Provide advanced Firewall Appliance for internal network and threat Protection.
- b) Data confidentiality guarantee: Provider may not scan traffic (if this should be done for finding problems in the network, a prior LHRC agreement must be obtained)
- c) The ISP shall implement robust security measures to safeguard the network against undesirable risks on its WAN.

- d) Regular security updates and patches shall be applied to mitigate potential vulnerabilities if any.

3.8. Reporting and Monitoring

- a) The ISP shall provide regular performance reports detailing uptime, bandwidth utilization, and any incidents of downtime.
- b) Real-time monitoring tools shall be utilized to proactively identify and resolve potential issues.
- c) ISP will be required to provide LHRC with a portal to monitor and confirm utilization

3.9. Scalability and Flexibility

The ISP's infrastructure should be able to accommodate growth and changes in demand

3.10. Termination Clause

In the event of persistent failure to meet the agreed-upon SLA metrics, the client reserves the right to terminate the contract with the ISP without penalty after providing notice according to the agreed time Span.

3.11. ISP Infrastructure Coverage

ISP Must have physical presence in all locations where the mentioned LHRC offices are situated third party lease wont be accepted.

3.12. Service Quality and Capability Confirmation.

The final Shortlisted ISP must provide a two-week trial period, during which LHRC will evaluate the service quality, after which a 1 Year, auto renewal contract will be entered into. In these two Weeks, LHRC will reserve the right to either retain the service provider or terminate the process depending on the quality of service observed.

4. QUALIFICATION REQUIREMENTS

LHRC needs the following qualifications and Terms and conditions from the potential offeror:

- 4.1. 5 years relevant experience in provision of services in nature, scale and complexity commensurate with the afore mentioned terms. The company must have at least three similar contracts (similar by scope, nature and amount), preferably with international / intergovernmental organizations. Evidence of these of these contracts or references from clients are required.
- 4.2. ISP must have Qualified and experienced experts in this domain, The team should have solid experience in the provision of services in nature, scale and complexity commensurate with this requirement, CVs of the lead team, must be provided.
- 4.3. The bidder must have a Network Monitoring Department supported by a qualified and experienced engineers/technical support team. Must have as well, an operational Call Centre.

5. PROPOSAL COMPOSITION

Interested ISPs should submit a comprehensive proposal that includes the following:

- 5.1. Company profile, including relevant experience in providing ISP services.
- 5.2. Detailed technical proposal outlining the proposed solution, equipment, and technology to be utilized.
- 5.3. Clear breakdown of costs, including installation, monthly fees, and any additional charges if any.
- 5.4. Evidence of a physical presence in all locations specified.
- 5.5. Contact details for at least three client references from the last three years, they should include those mentioned in section 4.1
- 5.6. Valid licenses and certifications.

6. SELECTION CRITERIA

The selection of the ISP will be based on the following criteria,

- 6.1. Experience and track record in the ISP industry.
- 6.2. Technical solution and its compatibility with LHRC requirements.
- 6.3. Cost-effectiveness of the proposed solution relative to the services offered.
- 6.4. Physical presence in all LHRC office locations.
- 6.5. Readiness to undergo the trial period of which must be not less than two weeks.

7. PROPOSAL EVALUATION

A committee appointed by LHRC will evaluate all submitted proposals based on the selection criteria. After the whole process is completed the final selected ISPs will be notified for the commencement of the trial period.

8. IMPLEMENTATION TIMELINE

All installation works should be accomplished, and connection launched within 15 days after the signing of the Contract.

9. CONTRACTUAL AND PAYMENT STIPULATIONS

- 9.1. The selected ISP will enter a one-year 1 year auto renewl contract with LHRC, depending on the quality of service, contract must also provide graceful exit with a 30-, 60 days period of written notice, without penalties for LHRC in case of dissatisfaction, Either party shall have the right to terminate the contract if other party fails to meet the agreed-upon SLAs
- 9.2. The payment shall be made quarterly. The ISP shall request payments by invoicing about the same service for three months.

10. PROPOSAL SUBMISSION

Interested Companies must submit their proposals as per these TOR Guidelines to the address below.

Executive Director
Legal and Human Rights Centre
Justice Lugakingira House
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P.o. Box 75254
Tel : +255(0) 222773038/48
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Attn: Procurement Officer.

The deadline for submissions is 10th April 2024.

Inquiries should be directed to **itsupport@humanrights.or.tz** with a subject "INTERNET SERVICE PROVISION 2024"