

Provision of Internet Services for African Commission on Human and People's Rights (ACHPR)

Background & Objective

The African Commission on Human and Peoples' Rights (ACHPR) at **31 Bijilo Annex Layout, Kombo North District, Western Region, The Gambia** requires an Internet Service Provider (ISP) who will provide Internet services that meet its minimum requirements. With over 50 end users and increasing, who use laptop computers and mobile devices to access the internet for purposes such as Cloud applications, Live-Streaming and Internet browsing.

1. Capacity requirement: symmetric dedicated 60.0 Mbps bandwidth connection should be cable type, preferably fiber-optic; Wireless solutions may be considered. The service should to be **highly stable and reliable**. The successful service provider will have to provide 7x24x365 coverage for technical assistance and/or helpdesk facilities.

2. Period of Performance

The contract will be signed for an initial period of 12 (twelve) months and renewable subject to provision of satisfactory services. If the contract is renewed, the price will be renegotiated to assure value for money.

3. Technical Requirements

#	Description	Remark
1	Connection to ACHPR office	Fibre optic (<i>preferred</i>) or Wireless (Point-to-Point)
2	Internet Bandwidth	60mbps-UP / 60mbps-DOWN; dedicated unlimited
3	Service Level Agreement (SLA)	99.5% availability
4	Customer Service	24 Hour, 7 days/week (if not available, state what you offer)
5	Public IP address	6 Public IP minimum
6	Monitoring	Online traffic and Usage monitoring tools made available to ACHPR and the vendor is to provide weekly traffic logs
7	Equipment	Include all necessary equipment and accessories to provide the required speed and quality of internet connectivity
8	Account manager	Minimum of two dedicated contact persons for ACHPR

4. Terms & Condition for Contractor

- The contractor has an Internet Service Provider (ISP) license
- The contractor will appoint Customer Care Centre and 24/7/365 Call Centre (if not available, state what you offer)
- The contractor has Network Monitoring System (NMS)
- The contractor should have at least 5 years' experience providing internet services and should include at least 5 reference clients
- Supported by qualified engineers/technical support team with network professional certificate, such as :
 - Cisco Certified Internet Expert,
 - Juniper Network Certified Expert,
 - MikroTik Certified Inter-networking Engineer

5. Internet update and Performance Review

- When possible, the provider will notify ACHPR in advance of any interruptions of services
- The provider shall keep ACHPR aware of any major changes in industry, regional or worldwide outages, which will have an impact on service delivery.
- The provider shall respond and rectify any problems within 1 hours of being notified of any interruption of service
- The provider shall meet quarterly with the ACHPR to discuss issues of mutual concern, to review the vendor's performance and to discuss improvements which the vendor or the ACHPR should make in order to achieve effective services and support.