Terms of Reference (TOR) for Internet Services under a Framework Agreement (FWA)

1. **Background**

GOAL has been active in Uganda since 1979, delivering humanitarian and development programs focused on health, WASH, nutrition, and livelihoods. Operating across multiple regions with both direct implementation and partnerships, GOAL Uganda supports community resilience and socio-economic growth. To ensure effective communication and data-driven operations across its offices and field sites, GOAL seeks to establish a Framework Agreement with qualified Internet Service Providers (ISPs) for reliable and high-performance Internet services over a three-year period.

1. Objective

To contract qualified ISP(s) to provide high-speed, reliable, and secure internet services under a non-exclusive Framework Agreement to support GOAL Uganda's digital and operational needs at various office locations.

1. Scope of Work

The selected ISP(s) will be expected to provide dedicated Internet Access (DIA) with minimum guaranteed bandwidths in the areas provided in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| NO. | Location  | Bandwidth Type  | U/D |
| 01. | Kampala  | Dedicated | 100mbps |
| 02. | Agago-Kalongo | Dedicated | 50mbps |
| 03. | Fort Portal | Dedicated | 50mbps |
| 04. | Mbale | Dedicated | 50mbps |
| 05. | Jinja | Dedicated | 50mbps |
| 06. | Lira | Dedicated | 50mbps |

The scope of work involves but not limited to:

1. 24/7 technical support with defined Service Level Agreements (SLAs).
2. Redundancy/failover options where applicable.
3. Public static IP addresses.
4. Secure, encrypted internet connectivity.
5. Last-mile installation, maintenance, and support.
6. Real-time bandwidth monitoring and reporting access.
7. Flexible scalability of bandwidth during the agreement period
8. Expected Deliverables
9. Provision of reliable and stable Internet access at the agreed speeds.
10. Timely setup and commissioning of services per location.
11. Monthly usage and uptime reports.
12. Responsive customer support and troubleshooting within SLA terms.
13. Notification and documentation of planned maintenance or outages.
14. Duration

The Framework Agreement shall initially be signed for three (3) years, renewable upon satisfactory performance and mutual consent.

1. Essential Requirements
* Certificate of Incorporation
* Valid trading license.
* Tax Registration certificate.
* Tax Transaction Certificate.
1. Evaluation Criteria

Proposals will be evaluated based on two parameters: Technical and financial proposals

1. **Technical Evaluation (60%)**



1. Financial Offer(40%)

Please present a financial proposal detailing cost per bandwidth tier, installation, and maintenance charges.

Prices will be scored inversely as :Score = points available x (lowest price offered/ bidder offer price)