



## **Annex A: Terms of Reference**

### **Provision of Internet connectivity for UNHCR in Ukraine**

The United Nations High Commissioner for Refugees in Ukraine invites the qualified Internet Service Provider to offer reliable Internet connectivity at all UNHCR locations (Offices and residences).

The service should be provided based on a fixed monthly fee and the capacity requirement will always be symmetric, that is (CIR=1:1) bandwidth.

**The service is expected to be highly stable and reliable, with overall uptime of not less than 99,5% per month.** The successful provider must have 24x7x365 coverage for technical assistance and/or helpdesk facilities.

The vendor shall provide high quality of the requested internet services and professional support services to UNHCR in Ukraine, with the bandwidth required and in full compliance with these Terms of Reference. UNHCR will seek and pause services as well as increase or reduce the bandwidth in conformity to its demands and purposes.

### **Technical Requirements**

- The Service Provider shall select, provide, and manage the CPE to be installed in UNHCR (to remain the property and responsibility of the Contractor/Vendor). UNHCR is not to be charged for the CPE equipment.
- The Service Provider shall provide and manage whatever local loop is required to connect from the provider's CPE at the UNHCR site to their point-of presence.
- The Service Provider shall provide dedicated symmetric (CIR=1:1) bandwidth, with the minimum guaranteed bandwidth as indicated in the office locations table.
- The Service Provider shall supply a minimum of 4 public (i.e. non-NATed) IPv4 addresses at the demarcation point. The provider **may not** perform a NAT or NAT-like function on traffic originated from UNHCR.
- The Service Provider shall provide congestion-free Internet connectivity to UNHCR.
- The Service Provider should not have limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection.
- The Service Provider will provide a bandwidth monitoring for all UNHCR sites.
- The Service Provider will provide a backup mechanism for the internet capacity provided to UNHCR, that is UNHCR to be connected to more than one Fiber ring or provide a wireless backup option at the same site.

### **Other Requirements**

- There will be a one-month testing phase. The provider shall not bill the service during the testing phase.
- Provider must not use Intermediate Proxies and Transparent proxies.

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- No limitations on traffic/ports; bandwidth capacity should be ensured through direct IP connection; no mandatory proxy servers.
  - Provider must not use Throttling as this could interfere with our services.
  - Data confidentiality guarantee: The Provider may not scan traffic (unless this is done for finding problems in the network for which a prior agreement must be obtained).
  - The provider must have 24 hours a day, 7 days a week and 365 days 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 UNHCR is received.
  - The provider is also responsible for contacting the designated UNHCR network specialist(s) for both scheduled and un-scheduled downtime.
  - The Service Provider shall provide backup internet link in case of a fiber breakdown at his/her own cost.

### **Acceptance Period**

- The service shall be considered operational when Internet connectivity is established and the UNHCR Internet router can reach one or more Internet nodes to which the performance measurements are performed.
- The Service Provider shall inform UNHCR when the service is operational. This will be considered as the activation date of services.

### **Ongoing support**

- The Service Provider shall provide ongoing support via web, telephone, and email to meet the service level requirements specified.

### **Service Level Agreement**

- The Service Provider shall provide the connectivity services in accordance with the service level requirements.

### **Services monitoring**

- The Service Provider should provide monitoring tools to monitor the services.

### **Invoices and Billing information**

- The Service Provider shall create accounts for the different UNHCR Offices for easy identification of invoices.
- The Service Provider shall provide separate invoices monthly for each service used which specifies:
  - A unique invoice number and date
  - Name of the UNHCR Office.
  - Name of the account manager, and UNHCR focal point/requester
  - Specific account number for each office
  - Description of the services provided and duration
  - Amount and currency
  - The Contractor's bank details (reflected in this frame agreement)

### *The Summary of the TORs*

- The Service Provider will be responsible for implementation, operations, performance monitoring, maintenance and fault correction of all network elements and will sign a Service Level Agreement (SLA).

### Services

| No | Description                   | Remarks   |
|----|-------------------------------|---|
| 1  | Internet Bandwidth            | Dedicated Internet Link for all UNHCR Offices   |
| 2  | Connectivity                  | Over a Fiber Optic  |
| 3  | Service Level Agreement (SLA) | At least 99,5% availability   |
| 4  | Customer service              | 24 Hours, 7 days / week<br>Dedicated private support telephone number and at least one staff for handling the technical problems  |
| 5  | Public IP for UNHCR           | A minimum of 4 IP addresses   |
| 6  | Monitoring                    | Online traffic and usage monitoring tools for the links   |
| 7  | Equipment                     | Include all necessary equipment and accessories to provide the required bandwidth and quality of the internet connectivity up to the core switch of UNHCR (The ownership of all the equipment to provide the connectivity up to core switch of each Office will be of the Service Provider) |
| 8  | Latency - Internal            | Maximum latency: 15ms between UNHCR in Ukraine and Service Provider's Internet gateway.   |
| 9  | Delay response                | Not over 2 second   |
| 10 | Routing:                      | BGP with full Internet routes   |
| 11 | Lead time for maintenance     | At least one-week time (annual maintenance schedule)  |

**UNHCR locations**

| <b>S/N</b> | <b>Location</b> | <b>Site Category</b> |
|------------|-----------------|----------------------|
| 1          | Kyiv            | UNHCR Country Office |
| 2          | Vinnytsia       | UNHCR Sub Office     |
| 3          | Dnipro          | UNHCR Sub Office     |
| 4          | Lviv            | UNHCR Field Office   |
| 5          | Uzhhorod        | UNHCR Field Office   |
| 6          | Chernivtsi      | UNHCR Field Unit     |
| 7          | Poltava         | UNHCR Field Unit     |
| 8          | Odessa          | UNHCR Field Unit     |

***Bandwidth Catalogue***

- The Service Provider shall provide a dedicated symmetric (CIR=1:1) bandwidth catalogue available for the UNHCR to select from.

| <b>Bandwidth Catalogue (CIR 1:1)</b> |                         |              |
|--------------------------------------|-------------------------|--------------|
| <b>S/N</b>                           | <b>Bandwidth (Mbps)</b> | <b>Price</b> |
| 1                                    | 100                     |              |
| 2                                    | 300                     |              |
| 3                                    | 500                     |              |
| 4                                    | 1000                    |              |
| 5                                    | 1500                    |              |
| 6                                    | 2000                    |              |