



1. The Assignment:

Provision of Internet Services to Kilimo Trust Kampala Head Office

2. About Kilimo Trust

Kilimo Trust (KT) is an independent regional agricultural development organization - working on agriculture for development across the EAC Region. It is registered in the Republic of Uganda and it implements projects across all EAC Partner States. The core business of KT is to support the transformation of food and nutrition security in the EAC Region away from high-risk subsistence farming into lower risk trade-based systems.

3. About the Assignment:

We require an Internet Services Company to provide Internet Services to our Kampala Head Office. We have 50 users, and we need Internet which is highly Stable, Fast and Reliable

4. Technical Requirements.

- a) Speed requirement: 20Mbps (Upload/Download) bandwidth
- b) Type of Bandwidth: Dedicated
- c) Type of transmission: Fibre Optic
- d) Service reliability must be ensured with overall uptime not be less than 99.7%.
- e) Data confidentiality guarantee: Provider may not scan traffic (if this should be done for finding problems in the network a prior customer agreement must be obtained).
- f) All necessary hardware, cabling, and software (if required for Internet service) should be provided and set up by the provider.
- g) The service provider must be able to provide a telephone-based qualified technical support available on a 24 x 7 basis to assist Kilimo trust in troubleshooting issues affecting the Internet connection on the provided Internet Service.
- h) The service provider must be able to send a qualified technical representative within One Hour of reporting any technical glitch to resolve any problem at no additional cost to Kilimo trust, if the problems cannot be resolved through remote access.
- i) The service provider must be able to provide backup options in case of downtime.
- j) The service provider must be able to provide 24 x 7 monitoring tools for data speed verification available online. This would help to show historical and real-time performance of the Internet service i.e., Multi Router Traffic Grapher to Kilimo trust.
- k) The service provider must be able to inform Kilimo trust at least Thirty (30) days ahead prior to any monthly scheduled maintenance or Twenty-Four (24) hours ahead prior to unscheduled emergency maintenance on the side of the Provider

- l) The service provider must be able to provide Kilimo trust with an account manager/relationship manager who will serve as a single point of contact during the supply, installation, and commissioning of the project.
 - m) The service provider must complete the supply, delivery, installation, and commissioning of all items within Fourteen (14) calendar days from receipt of Notice to Proceed.
 - n) The service provider must confirm in writing any reported service interruption due to INTERNET SERVICE PROVIDER's equipment or facilities or causes within its control and adjust or repay part of the charges as may be agreed upon.
 - o) The service provider must provide a site survey report on submitting both the financial and technical proposals. The site survey report will be of an added advantage.
 - p) Providers 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 provider must indicate what contracting arrangement they have with the primary Internet providers they work with.
 - q) The selected provider must provide quarterly reports on network performance, utilization, and usage analysis.
5. Non-Technical requirements
- a) Kilimo trust will visit the Short-listed vendors 'Network Operations Centers.
 - b) The successful provider must have a physical presence, including availability of technical support, in Kampala.
6. Mode of Application.

All Interested Vendors must submit online via email to recruitment@kilimotrust.org their Expression of Interest (EoI), Financial Proposal, two reference letters from their clients, Copy of the Trading License, and a Valid URA Tax clearance certificate and Company Profile by the 28th January 2021 before 3:00pm. The Prospective vendor MUST clearly indicate in the Email subject Provision of Internet Services to Kilimo Trust Kampala Head Office