INTERNET SERVICES

Background

Strømme Foundation (SF) is an international Development Organization headquartered in Kristiansand, Norway with a global footprint in 9 countries in the regions of West Africa, East Africa, and Asia. SF is committed to empowering people to overcome the root causes of poverty through its thematic focus on Education, Livelihoods, and Job creation. SF aims to realize its vision of "***a world free from poverty***" through long-term partnerships with local organizations.

Objective

This TOR aims to prequalify Internet Service Providers (ISPs) with the technical and financial capacity to deliver Internet services for Stromme Foundation Uganda. The prequalification process will enable SFU to select the most suitable ISPs to work with within the next two years.

Scope of Work

The prequalified ISPs will be expected to provide the following services:

- Design, install, operate, and maintain broadband infrastructure, including Fiber optic cables, wireless towers, routers, switches, and other ISP internal Equipment.
- Provide internet services to the Kampala and Moyo Offices.
- Ensure that the internet services meet the minimum quality standards, such as speed (Fibre end-to-end speed), latency (Below a maximum of 30 milliseconds), availability (Fibre ring topology to provide fault tolerance), and security.
- Offer affordable and flexible tariff plans, 4 including subsidies or discounts, considering SFU is an NGO.
- Ring Topology (Double delivery Links) to avoid downtimes in case of failure.
- Dedicated Internet Link.
- Excellent after-sales service.

Eligibility Criteria

The ISPs must meet the following eligibility criteria to be prequalified:

- Have a valid license to operate internet services in Uganda.
- Have at least ten years of experience providing Fibre internet services in Uganda.
- Have a proven track record of delivering high-quality internet services and customer satisfaction.
- Have sufficient technical and financial resources to provide back-borne support and resolve issues.
- Have no history of legal disputes or sanctions related to internet services.
- Provide a 99.9% uptime Guarantee with a compensation clause in case of downtime.
- Must have C-Squared as the backbone provider.
- Have a valid tax clearance certificate stipulating conformance to Uganda tax regimes.