



EFTA
EQUIPMENT LOANS

TERMS OF REFERENCE

INTERNET SERVICE PROVISION

APRIL 2024.

1. INTRODUCTION

Equity For Tanzania Limited (EFTA) is a fully registered lease financing company with the focus to help medium and small entrepreneurs and farmers in Tanzania. The company has been operating since 2004 and provide its services across Tanzania through its eight branch offices. The company offers equipment and machinery loans with no collateral requirement except the equipment/machinery acts as a security itself. In addition to that EFTA has expanded its services towards health services where it offers a range of medical equipment loans through its Afya Loans with no collateral requirements rather than the medical equipment acting as security itself for the loan.

2. OBJECTIVE

EFTA invites qualified and experienced Internet Service Providers (ISPs) to submit proposals for a framework for full TCP/IP Internet Service at EFTA offices. The selected ISP will be expected to establish a reliable and high-speed internet connection, facilitating seamless connectivity and communication between all EFTA offices. The service is expected to be highly stable and reliable.

3. SCOPE OF WORK/ TECHNICAL REQUIREMENT:

The selected ISP shall fulfill the following requirements:

3.1. Service Overview:

Site Name	Solution	Capacity (Mbps)	Location
Dar Es Salaam	Internet -Fiber	50	Mwanga Tower
Dar Es Salaam	Data - Fiber	50	Mwanga Tower
Morogoro	Data – Wireless/Fiber	8	Mafao House
Mbeya	Data – Wireless/Fiber	8	Century Plaza
Arusha	Data – Wireless/Fiber	8	NSSF Kaloleni
Moshi	Data - Fiber	50	NSSF Building
Moshi	Internet Fiber	50	NSSF Building
Dodoma	Data – Wireless/Fiber	8	Opp - Nyerere Square
Mwanza	Data – Wireless/Fiber	8	Plot 90 - Lumumba Street
Bukoba	Data – Wireless/Fiber	8	NSSF Building

Note: If bidder can provide fiber connections to sites apart from EFTA HQ (Dar es Salaam) and EFTA Moshi (Disaster Recover Site) that will be considered as an added advantage to the proposal.

3.2. Service Quality and Reliability

- a) The service provided by the ISP shall have a minimum uptime of **99% per year**.
- b) In the event of an outage, the ISP shall ensure that service is restored within a maximum timeframe of **2 hours** from the time of outage detection or reported by EFTA technical team.
- c) The ISP shall conduct regular maintenance during **non-business hours** to minimize disruptions to service.
- d) The latency within EFTA offices shall be not more than 100ms while connection to outside from EFTA shall not be more than 200ms.

3.3. Equipment and Hardware

All necessary hardware, cabling, and software (if required for Internet service) should be provided and set up by the provider, except the gateway devices Router/Firewall Appliance.

3.4. Bandwidth Provisioning

- a) The ISP shall ensure that the allocated bandwidth meets the specified requirements at all times.
- b) Any fluctuations in bandwidth shall be promptly addressed by the ISP to maintain consistent service levels.

3.5. Network Redundancy

- a) The primary internet links for EFTA HQ (Dar es Salaam) and EFTA Moshi (Disaster recovery Site) shall be through **fiber optic connections**.
- b) Backup links shall be provided using either fiber or Point-to-Point (P2P) microwave technology to EFTA HQ (Dar es Salaam) and EFTA Moshi (Disaster Recovery Site).
- c) Backup links shall be established using diverse routes to minimize the risk of simultaneous failure.
- d) Backup links shall have the equivalent bandwidths of the primary links
- e) All other links to EFTA offices can be provided using either fiber or Point-to-Point (P2P)

3.6. Technical Support

- a) The ISP shall provide 24/7 technical support to address any issues or concerns.
- b) Support channels shall include but not be limited to phone, email, and online chat.

3.7. Security Measures

- a) EFTA shall Provide advanced Firewall Appliance or Router for internal network.
- b) Data confidentiality guarantee: Provider may not scan traffic (if this should be done for finding problems in the network, a prior EFTA agreement must be obtained)
- c) The ISP shall implement robust security measures to safeguard the network against undesirable risks on its WAN.
- d) Regular security updates and patches shall be applied to mitigate potential vulnerabilities if any.

3.8. Reporting and Monitoring

- a) The ISP shall provide regular performance reports detailing uptime, bandwidth utilization, and any incidents of downtime.
- b) Real-time monitoring tools shall be utilized to proactively identify and resolve potential issues.
- c) ISP will be required to provide EFTA with a portal to monitor and confirm utilization.

3.9. Scalability and Flexibility

The ISP's infrastructure should be able to accommodate growth and changes in demand

3.10. Termination Clause

In the event of persistent failure to meet the agreed-upon SLA metrics, the client reserves the right to terminate the contract with the ISP without penalty after providing notice according to the agreed time Span.

3.11. Service Quality and Capability Confirmation.

The final Shortlisted ISP must provide a two-week trial period, during which EFTA will evaluate the service quality, after which a 1 Year, auto renewal contract will be entered into. In these two Weeks, EFTA will reserve the right to either retain the service provider or terminate the process depending on the quality of service observed.

4. QUALIFICATION REQUIREMENTS

EFTA needs the following qualifications and Terms and conditions from the potential offeror:

- 4.1. 5 years relevant experience in the provision of services in nature, scale and complexity commensurate with the afore mentioned terms. The company must have at least three similar contracts (similar by scope, nature and amount), preferably with financial institutions. Evidence of these of these contracts or references from clients are required.
- 4.2. ISP must have Qualified and experienced experts in this domain, The team should have solid experience in the provision of services in nature, scale and complexity commensurate with this requirement, CVs of the lead team, must be provided.
- 4.3. The bidder must have a Network Monitoring Department supported by a qualified and experienced engineers/technical support team. Must have as well, an operational Call Centre.

5. PROPOSAL COMPOSITION

Interested ISPs should submit a comprehensive proposal that includes the following:

- 5.1. Company profile, including relevant experience in providing ISP services.
- 5.2. Detailed technical proposal outlining the proposed solution, equipment, and technology to be utilized.
- 5.3. Clear breakdown of costs, including installation, monthly fees, and any additional charges if any.
- 5.4. Evidence of a physical presence in all locations specified.
- 5.5. Contact details for at least three client references from the last three years, they should include those mentioned in section 4.1
- 5.6. Valid licenses and certification

6. SELECTION CRITERIA

The selection of the ISP will be based on the following criteria,

- 6.1. Experience and track record in the ISP industry.
- 6.2. Technical solution and its compatibility with EFTA requirements.
- 6.3. Cost-effectiveness of the proposed solution relative to the services offered.
- 6.4. Physical presence in Dar es Salaam and Moshi.
- 6.5. Readiness to undergo the trial period of which must be not less than two weeks.

7. PROPOSAL EVALUATION

A committee appointed by EFTA will evaluate all submitted proposals based on the selection criteria. After the whole process is completed, the final selected ISPs will be notified for the commencement of the trial period.

8. IMPLEMENTATION TIMELINE

All installation works should be accomplished, and connection launched within 15 days after the signing of the Contract.

9. CONTRACTUAL AND PAYMENT STIPULATIONS

- 9.1. The selected ISP will enter a one-year 1 year auto renewal contract with EFTA, depending on the quality of service, contract must also provide graceful exit with a 30 to 60 days period of written notice, without penalties for EFTA in case of dissatisfaction, Either party shall have the right to terminate the contract if other party fails to meet the agreed- upon SLAs
- 9.2. The payment shall be made quarterly. The ISP shall request payments by invoicing about the same service for three months.

10. PROPOSAL SUBMISSION

Interested Companies must submit their proposals as per these TOR Guidelines to the mail procurement@efta.co.tz *the subject of the mail should be* “INTERNET SERVICE PROVISION 2024”

The deadline for submissions is 9th April 2024.

Inquiries should be directed to io@efta.co.tz with a subject “INTERNET SERVICE PROVISION 2024”