

INTERNATIONAL DEVELOPMENT LAW ORGANIZATION
Request For Proposal

Reference: N_212-2025/UGA/RFP

Date: September 15, 2025

Dear Sir/Madam,

The International Development Law Organization (IDLO) kindly requests your Company/Organization to submit a Proposal for **Internet Services**. The full requirement is described in Annex C.

We also request that your Proposal is submitted using the format specifically detailed in Annex D, E and F.

Proposals submitted by email must be limited to a maximum of **10MB, virus-free** and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.

Proposal shall be evaluated based on the criteria set in Annex B.

IDLO is not bound to accept any Proposal, nor award a Contract, nor be responsible for any costs associated with a Bidder's preparation and submission of a Proposal, regardless of the outcome or the manner of conducting the selection process.

IDLO encourages every prospective Supplier to avoid and prevent conflicts of interest, by disclosing to IDLO if you, or any of your affiliates or personnel, were involved in the preparation of the requirements, design, specifications, cost estimates, and other information used in this Request for Proposal (RFP).

By submitting a Proposal in response to this information, Bidders are confirming acceptance of IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

This RFP consists of the following Annexes. Please be guided by these in preparing your Proposal:

a.	Instructions to Bidders	Annex A
b.	Technical Evaluation Criteria	Annex B
c.	Terms of Reference (TOR)	Annex C
d.	Proposal Submission Form	Annex D
e.	Bidder Information Form	Annex E
f.	Supplier's Proposal	Annex F
g.	IDLO Special Conditions of Contract	Annex G
h.	IDLO General Terms and Conditions for the Procurement of Goods or Services and IDLO Supplier Code of Conduct	Annex H

For any questions/clarifications related to this RFP before Deadline for Submissions of Proposals, please contact IDLO on tenders@idlo.int and mention **Clarification RFP NO. N_212-2025/UGA/RFP** in the subject section of your email.

Deadline for Submission of Proposals: On or before

Date: October 6, 2025

Time: 15:00 hours Rome, Italy local time.

Thank you and we look forward to receiving your quotation.

Sincerely yours,
IDLO Uganda Country Office

**ANNEX A
INSTRUCTIONS TO BIDDERS**

1. General Considerations	In preparing the Proposal, the Bidder is expected to examine the RFP in detail. Material deficiencies in providing the information requested in the RFP may result in rejection of the Proposal. The Bidder will not be permitted to take advantage of any errors or omissions in the RFP. Should such errors or omissions be discovered, the Bidder must notify IDLO.
2. Cost of the Proposal	The Bidder shall bear all costs associated with the preparation and submission of the Proposal. IDLO will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the solicitation.
3. Currency of Proposals	Proposals shall be nominated exclusively in Uganda Shillings . <i>Note: Local Suppliers must comply with any applicable laws regarding doing business in other currencies</i>
4. Language of the Proposal	The Proposal and all correspondence and documents relating to the Proposal exchanged by the Bidder and IDLO shall be written in the English language.
5. Deadline for Submissions of Proposals	The Proposal shall be addressed to IDLO on or before Date: October 6, 2025 Time: 15:00 hours Rome, Italy local time. <i>Note: Proposals submitted by email must be limited to a maximum of 10MB, virus-free and no more than two email transmissions. They must be free from any form of virus or corrupted contents, or the quotations shall be rejected.</i>
6. Delivery Term and Place	Services are to be provided to Plot 9, Saddler Lane, Naguru, Kampala, Uganda Bidder to advise IDLO if their proposal has elements of supply of goods. If yes, Bidder must inform if Customs Clearance are required and whose responsibility it is to do so
7. Documents comprising the Bidder's Proposal	The Proposal shall comprise the following components: 1. Proposal Submission Form (see Annex D); 2. Bidder Information Form (see Annex E) 3. Supplier's Proposal divided into: a. Technical Proposal (see Annex F1) b. Financial Proposal /Price Schedule (see Annex F2)
8. Contents of solicitation documents	Proposals must offer services for the total requirement, unless specified otherwise in this RFP. Proposals offering only part of the requirement will be rejected.

	<p>The Bidder is expected to examine all corresponding instructions, forms, terms and specifications contained in the Solicitation Documents. Failure to comply with these documents will be at the Bidder's risk and will affect the evaluation of the Proposal.</p>
<p>9. Clarification of solicitation documents</p>	<p>A prospective Bidder requiring any clarification on this RFP may contact IDLO by email on tenders@idlo.int no later than 72 hours prior to the deadline for submission of Proposals.</p> <p>The requests for clarification will have “Request for clarifications for N_212-2025/UGA/RFP” mentioned in the subject.</p> <p>Written copies of the organization's response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective Bidders that have received the Solicitation Documents or posted on IDLO website.</p> <p>Any delay in IDLO's response shall not be used as a reason for extending the deadline for submission, unless IDLO determines that such an extension is necessary and communicates a new deadline to all the Bidders.</p>
<p>10. Amendments of solicitation documents</p>	<p>At any time prior to the deadline for submission of Proposals IDLO may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Solicitation Documents by amendment.</p> <p>All prospective Bidders that have received the Solicitation Documents will be notified in writing of all amendments to the Solicitation Documents.</p> <p>In order to afford prospective Bidders reasonable time for taking the amendments into account and preparing their offers, the procuring IDLO entity may, at its discretion, extend the deadline for the submission of Proposals.</p>
<p>11. Proposal submission</p>	<p>The Bidder shall structure the Technical part of the Proposal as follows:</p> <p>(a) Proposed methodology This section should demonstrate the Bidder's responsiveness to the TOR/specifications by identifying the specific components proposed, addressing the requirements, as specified, point by point; providing a detailed description of the essential performance characteristics, proposed warranty and demonstrating how the proposed methodology meets or exceeds the requirements.</p> <p>The Technical part of the Proposal should not contain any pricing information whatsoever on the services offered. Pricing information</p>



	<p>shall be separated and only contained in the appropriate Price Schedules. Any technical proposal containing price information will be disqualified from consideration.</p> <p>It is mandatory that the Bidder's Proposal numbering system corresponds with the numbering system used in the body of this RFP. All references to descriptive material and brochures should be included in the appropriate response paragraph, though material/documents themselves may be provided as annexes to the Proposal/response.</p> <p>Information which the Bidder considers proprietary, if any, should be clearly marked "proprietary" next to the relevant part of the text and it will then be treated as such accordingly.</p>
<p>12. Format, signing sealing, marking and submission of Proposals</p>	<p>The Proposal shall be signed by the Bidder or a person or persons duly authorized to bind the Bidder to the contract. The latter authorization shall be indicated by written power-of-attorney accompanying the Proposal.</p> <p>The Proposal must be submitted using the format specifically detailed in Annex D, E and F.</p> <p>A Proposal shall contain no interlineations, erasures, or overwriting except, as necessary to correct errors made by the Bidder, in which case such corrections shall be initialled by the person or persons signing the Proposal.</p> <p>The Proposal will consist of two attached files named “Technical Proposal” and “Financial Proposal”.</p> <p>The “Financial Proposal” file will contain Price Schedule (see Annex F2) and will be password-protected by the Bidder. If the proposal passed the Technical Evaluation, IDLO will additionally communicate with Bidders for obtaining the password for Financial Proposal. Only Financial Proposals from Bidders whose Technical Proposals have passed the Technical Evaluation will be opened.</p> <p>The Bidder shall send two emails; one for Technical Proposal and one for the Financial Proposal to tenders@idlo.int with the Subject: “Technical Proposal for N_212-2025/UGA/RFP” and with the Subject: “Price Proposal for N_212-2025/UGA/RFP” before the deadline stipulated in this RFP.</p>

<p>13. Joint Venture, Consortium, or Association</p>	<p>If the Bidder is a group of legal entities that will form or have formed a Joint Venture (JV), Consortium or Association for the Proposal, they shall confirm in their Proposal that : (i) they have designated one party to act as a lead entity, duly vested with authority to legally bind the members of the JV, Consortium or Association jointly and severally, which shall be evidenced by a duly notarized Agreement among the legal entities, and submitted with the Proposal; and (ii) if they are awarded the contract, the contract shall be entered into, by and between IDLO and the designated lead entity, who shall be acting for and on behalf of all the member entities comprising the joint venture.</p> <p>After the Deadline for Submission of Proposal, the lead entity identified to represent the JV, Consortium or Association shall not be altered without the prior written consent of IDLO.</p> <p>The lead entity and the member entities of the JV, Consortium or Association shall abide by the requirement outlined in the following section in respect of submitting only one proposal.</p> <p>The description of the organization of the IV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.</p> <p>A JV, Consortium or Association in presenting its track record and experience should clearly differentiate between:</p> <ol style="list-style-type: none"> a) Those that were undertaken together by the JV, Consortium or Association; and b) Those that were undertaken by the individual entities of the JV, Consortium or Association. <p>Previous contracts completed by individual experts working privately but who are permanently or were temporarily associated with any of the member firms cannot be claimed as the experience of the JV, Consortium or Association or those of its members, but should only be claimed by the individual experts themselves in their presentation of their individual credentials.</p> <p>JV, Consortium or Associations are encouraged for high value, multi-sectoral requirements when the spectrum of expertise and resources required may not be available within one firm.</p> <p>The description of the organization of the JV, Consortium or Association must clearly define the expected role of each of the entity in the joint venture in delivering the requirements of the RFP, both in the Proposal and the JV, Consortium or Association Agreement. All</p>
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	entities that comprise the JV, Consortium or Association shall be subject to the eligibility and qualification assessment by IDLO.
14. Only One Proposal	<p>The Bidder (including the individual members of any Joint Venture) shall submit only one Proposal, either in its own name or as part of a Joint Venture.</p> <p>Proposals submitted by two (2) or more Bidders shall all be rejected if they are found to have any of the following:</p> <ul style="list-style-type: none"> a) they have at least one controlling partner, director or shareholder in common; or b) any one of them receive or have received any direct or indirect subsidy from the other/s; or c) they have the same legal representative for purposes of this RFP; or d) they have a relationship with each other, directly or through common third parties, that puts them in a position to have access to information about, or influence on the Proposal of, another Bidder regarding this RFP process; e) they are subcontractors to each other's Proposal, or a subcontractor to one Proposal also submits another Proposal under its name as lead Bidder; f) or some key personnel proposed to be in the team of one Bidder participates in more than one Proposal received for this RFP process. This condition relating to the personnel, does not apply to subcontractors being included in more than one Proposal.
15. Late Proposals	Any Proposal received by IDLO after the deadline for submission of Proposals, pursuant to clause <i>Deadline for the submission of Proposals</i> , will be rejected and sent back unopened or destroyed unopened if the return cannot be secured unless the Proposal was sent by email but was not properly received due to issues in IDLO mailing system.
16. Validity Period of Proposals	All Proposals will be valid for 90 days from the deadline for submission of Proposals. In exceptional circumstances IDLO may request the Bidders to extend the validity of the Proposal beyond what has been initially indicated in this RFP. The Bidders shall be invited to confirm the extension in writing, without any modification whatsoever on the Proposal. The Bidders may choose not to extend the validity period of the Proposals upon request of IDLO.
17. Modification and withdrawal of Proposals	The Bidder may modify/withdraw its Proposal after the Proposal's submission, provided that written notice of the withdrawal is received by IDLO prior to the deadline prescribed for submission of Proposals.



	<p>The Bidder's modification/withdrawal notice shall be prepared, sealed, marked, and dispatched in accordance with the provisions of clause Deadline for Submission of Proposals.</p> <p>No Proposal may be modified nor withdrawn after to the deadline for submission of Proposals.</p> <p>No Proposal may be modified/withdrawn in the Interval between the deadline for submission of Proposals and the expiration of the period of Proposal validity specified by the Bidder in the Proposal Submission Form.</p>
18. Amendment of the proposal	<p>At any time prior to the deadline of Proposal submission, IDLO may for any reason, such as in response to a clarification requested by a Bidder, modify the RFP in the form of an amendment to the RFP. Amendments will be made available to all prospective bidders.</p> <p>If the amendment is substantial, IDLO may extend the Deadline for submission of proposal to give the Bidders reasonable time to incorporate the amendment into their Proposals.</p>
19. Bidders' conference	<input type="checkbox"/> N/A
20. Right to accept, reject, or render non-responsive any or all Proposals	IDLO reserves the right to accept or reject any Proposal, to render any or all of the Proposals as non-responsive, and to annul the solicitation process and to reject all Proposals at any time prior to award of contract, without incurring any liability, or obligation to inform the affected Proposer(s) of the grounds for IDLO's action. Furthermore, IDLO shall not be obliged to award the contract to the lowest priced offer.
21. Clarification of Proposals	To assist in the examination, evaluation and comparison of Proposals, IDLO may at its discretion ask the Bidder for clarification of its Proposal. The request for clarification and the response shall be in writing and no change in price or substance of the Proposal shall be sought, offered or permitted.
22. Evaluation of Eligibility and Qualification	<p>In general terms, Bidders that meet the following criteria may be considered qualified:</p> <ul style="list-style-type: none"> a) They are not included in IDLO Sanctions lists (EU, US, UN); b) They have a good financial standing and have access to adequate financial resources to perform the contract and all existing commercial commitments, c) They have the necessary similar experience, technical expertise, production capacity where applicable, quality certifications, quality assurance procedures and other resources applicable to the provision of the services required; d) They are able to comply fully with IDLO General Terms and Conditions of Contract;



	<ul style="list-style-type: none"> e) They do not have a consistent history of court/arbitral award decisions against the Bidder; and f) They have a record of timely and satisfactory performance with their clients.
23. Price variation	Bidders shall not vary their prices for any reason after the deadline of the tender and while the Proposal is still valid.
24. Preliminary Screening	IDLO will screen the Proposals' Annex D and E to determine whether they are complete, whether the documents have been properly signed, and whether the Proposals are generally in order. Only Bidders that pass will proceed to Technical Evaluation
25. Correction of errors	In the event of a discrepancy between the unit price and the total price, the unit price shall prevail and the total price shall be corrected by IDLO. If the Bidder does not accept the final price based on IDLO's correction of errors, its Proposal will be rejected.
26. Due Diligence	<p>IDLO reserves the right to undertake a due diligence exercise aimed at determining to its satisfaction, the validity of the information provided by the Bidder. Such exercise shall be fully documented and may include, but need not be limited to, all or any combination of the following:</p> <ul style="list-style-type: none"> a) Verification of accuracy, correctness and authenticity of information provided by the Bidder; b) Validation of extent of compliance to the RFP requirements and evaluation criteria based on what has so far been found by the evaluation team; c) Inquiry and reference checking with Government entities with jurisdiction on the Bidder, or with previous clients, or any other entity that may have done business with the Bidder; d) Inquiry and reference checking with previous clients on the performance on on-going or contracts completed, including physical inspections of previous works, as necessary; e) Physical inspection of the Bidder's offices, branches or other places where business transpires, with or without notice to the Bidder; f) Other means that IDLO may deem appropriate, at any stage within the selection process, prior to awarding the contract.

<p>27. Responsiveness of Proposals</p>	<p>IDLO will determine the substantial responsiveness of each Proposal to the RFP. For purposes of this Clause, a substantially responsive Proposal is the one which materially conforms to the requirement of the tender and any mandatory terms contained in the Solicitation Documents.</p> <p>IDLO's determination of a Proposal's responsiveness is based on the contents of the Proposal itself without recourse to extrinsic evidence.</p>
<p>28. Evaluation of Proposal</p>	<p>A two-stage procedure is utilised in evaluating the Proposals after Preliminary Screening has been conducted; with evaluation of the Technical Proposal being completed prior to Financial Proposal being opened and compared.</p> <p>The Financial Proposals (Price Schedules) of the overall Proposals will be opened only for submissions that passed minimum technical score of 490 points of the maximum obtainable 700 points.</p> <p>The evaluation will be conducted in accordance with the cumulative analysis method, according to which the Technical and Financial Proposals have pre-assigned weights and pre-assigned maximum number of scores:</p> <ul style="list-style-type: none"> - Technical Proposal -70%, - 700 points maximum, - Financial Proposal - 30%, - 300 points maximum. <p>The contract will be awarded to the Proposal with highest combined score obtained in technical and financial evaluation.</p> <p>Technical Evaluation The technical Proposal is evaluated on the basis of its responsiveness to the Terms of Reference (TOR) as per the evaluation criteria below. The obtainable number of points specified for each evaluation criterion indicates the relative significance or weight of the item in the overall evaluation process.</p> <p>Financial Evaluation In the second stage the Financial Proposals of all Bidders who attained a minimum 490 points in Technical Evaluation will be reviewed. The lowest amount for technically qualified Financial Proposal will be awarded maximum 300 points and other Financial Proposals will be awarded points in accordance with the following formula: Financial Proposal score = (Lowest Price / Price under consideration) x 300.</p>



29. Right to Vary Requirements at the time of the Award	At the time of award of Contract, IDLO reserves the right to vary (increase or decrease) the quantity of [goods and/or services], by up to a maximum twenty-five per cent (25%) of the total offer, without any change in the unit price or other terms and conditions.
30. Contract Award	The contract will be awarded to the Proposal with highest combined score obtained in Technical and Financial Evaluation.
31. Contract Signature	Within five (5) calendar days from the date of receipt of the Contract, the successful Bidder shall sign and date the Contract and return it to IDLO. Failure to do so may constitute sufficient grounds for the annulment of the award, and forfeiture of the Proposal Security, if any, and on which event, IDLO may award the Contract to the Second Ranked Bidder or call for new Proposals.
32. Debriefing	In the event that a Bidder is unsuccessful, the Bidder may request a debriefing from IDLO. The purpose of the debriefing is to discuss the strengths and weaknesses of the Bidder's submission, in order to assist the Bidder in improving its future proposals for IDLO procurement opportunities. The content of other proposals and how they compare to the Bidder's submission will not be discussed.
33. Bid Protest Mechanism	<p>Bidders that genuinely consider they have been treated unfairly in connection with the IDLO procurement process or that the procurement process has not been conducted in accordance with the principles of fairness, transparency, and equal treatment may submit a formal protest to IDLO.</p> <p>To initiate a protest, suppliers must complete the <i>IDLO Supplier Bid Protest Form</i> provided at the following link and submit it via email at bidprotest@idlo.int within ten (10) days after receiving a regret letter or email confirming that they were not successful: https://www.idlo.int/procurement/contact-feedback All protests will be handled confidentially and impartially.</p>
34. Payment Terms	IDLO will make payment within 30 days after satisfactory receipt of all goods and upon submission of the invoice by the Supplier.
35. General Terms and Conditions and Supplier Code of Conduct	<p>Any Contract or Purchase Order that will be signed as a result of this RFP shall be subject to the IDLO's General Terms and Conditions and Supplier Code of Conduct attached as Annex H.</p> <p>The mere act of submission of a Proposal implies that the Bidder accepts both Annexes in full.</p>

<p>36. Liquidated Damages</p>	<p><input checked="" type="checkbox"/> Yes - For late delivery of <u>Services</u>, IDLO shall be entitled to claim liquidated damages from the Contractor in accordance with Article 18 of the General Terms and Conditions.</p> <p>If the Contractor fails to perform the requested Services within the time period specified and as stipulated in the terms and conditions of the Contract, IDLO may, without formal notice and without prejudice to its other remedies under the Contract, be entitled to liquidated damages for every day delay in the provision and completion of the Services.</p>
<p>37. Partial Bid</p>	<p><input checked="" type="checkbox"/> Not permitted (All or Nothing)</p>

ANNEX B
TECHNICAL EVALUATION CRITERIA
Scoring Weight and Point

Summary of Technical Proposal		Score Weight	Points Obtainable
A. Establishment and experience		20%	140
A.1	a) Provide a valid license from the communications commission authorities specifying the licensed category. b) A valid registration from the National Information Technology Authority (NITA-U) c) A valid registration license from the Office of the Data Protection Commissioner (ODPC) for Data Processor & Data Controller.		
A.2	Provide a copy of a dated, signed & stamped Manufacturer Authorization Letter referencing the tender details. This will be validated through the respective OEMs.		
A.3	a) Attach up to three (3) contracts/LSOs as proof of having carried out similar assignments within the last three (3) years. <ul style="list-style-type: none"> • Attach 3 contracts or LSOs for ISP Services • Attach 3 contracts/LSOs for Network deployment b) Attach up to 3 reference letters indicating commissioning of similar assignments. The letters must have been written within the tendering period of this tender. <ul style="list-style-type: none"> • Attach 3 reference letters for ISP services • Attach 3 reference letters for Network Deployment 		
A.4	Demonstrate evidence of existing national presence in areas where IDLO Uganda office is located.		
B. Methodology and Proposal		30%	210
B.1	Adequacy of the proposed Network design after the Site Assessment		
B.2	Brand and Model of the proposed equipment (Firewall, Routers, Switches, Wireless Access Points, UPS, etc.)		
B.3	Structure of the proposal		
B.4	Clarity and conciseness of the language used in the proposal		
B.5	Layout of the proposal including formatting		
B.6	The proposed methodology provides information on quality assurance system for the Contract		
B. C. Implementation and Workplan		30%	210
C.1	Work plan for the project from initiation to commissioning as per “CPE deployment and commissioning” timing		
C.2	Adequacy of the extent to which the proposed workplan seems realistic meets the requirements of the assignment and reflects the degree to which the Bidder understands the assignment		

	and has the important aspects of the task been addressed in sufficient detail.		
	C. D. Team Composition	20%	140
D.1	The team composition and competencies align with the corresponding requirements.		
D.2	The roles of team members are clearly delineated and adequately documented.		
D.3	Prior professional experience of the designated Project Leader as Network Manager or Information Technology Manager		
D.4	Industry-recognized IT projects management certifications held by the designated Project Leader.		
D.5	Industry-recognized networking management certifications held by the designated Senior Network Engineer.		
	Total	100%	700
	Minimum Score to determine Pass/Fail		490
	Bidder's Score		
	Bidder Pass/Fail to proceed to opening of Financial Proposal		

ANNEX C

TERMS OF REFERENCE

A. About IDLO

The International Development Law Organization (IDLO) is an intergovernmental organization exclusively devoted to promoting the rule of law. Established in 1983, IDLO works to enable governments and empower people to reform laws and strengthen institutions to promote peace, justice, sustainable development and economic opportunity. Its programs, research and policy advocacy cover the spectrum of rule of law from peace and institution building to social development and economic recovery in countries emerging from conflict and striving towards democracy.

The Assembly of Parties is IDLO's highest decision-making body. It is composed of Representatives of all Member Parties, which have joined the Establishment Agreement of IDLO. IDLO currently has 37 Member Parties.

IDLO has its Headquarters in Rome, a Branch Office in The Hague, Liaison Offices for the United Nations in New York and Geneva, and Country Offices in Afghanistan, Armenia, the Bahamas, Burkina Faso, Honduras, Indonesia, Kenya, Kyrgyzstan, Jordan, Liberia, Mali, Mexico, Moldova, Mongolia, Myanmar, Niger, the Philippines, Somalia, Tunisia, Uganda and Ukraine.

The work of IDLO is sustained by a dynamic, diverse, multinational and multicultural workforce, comprised of over 400 employees plus additional personnel in the non-employee category such as consultants and interns. About one fourth of the IDLO workforce is based in its Headquarters in Rome, while the rest are spread across the globe in our Branch and Country offices.

B. Background

The objective of this procurement, as outlined in the Terms of Reference (TOR), is to secure reliable internet services for the IDLO Uganda Country Office (UCO) to support the office in fulfilling its mission effectively.

The internet service must provide sufficient bandwidth to support cloud computing, email communication, and audio-visual conferencing. This will enable seamless coordination between the UCO and IDLO Headquarters in Rome, as well as with other IDLO offices, partners, and authorized visitors.

C. Expected Output

The ISP (internet service) provider shall provide the following services:

1. Dedicated Internet Services provision: 25 Mbps symmetric dedicated link with redundancy

2. LAN infrastructure setup and configuration: professional and documented site assessment, structured cabling, installation of network equipment, testing, and deployment
3. Network Management, Support and Security: provision of security features, monitoring tools, redundancy, preventive maintenance, and 24/7 support.

Deliverables

1. Dedicated Internet Services provision

Mandatory Requirement	Details	Supplier Offer Details
<i>Bandwidth Required</i>	Dedicated 25 Mbps uplink/downlink - 1:1 CIR, non-shared, unlimited usage.	
<i>Connection Type</i>	Fiber Optic Connection	
<i>Public IP Address</i>	The ISP must provide one (1) Public IP Address for its use	
<i>Service Availability</i>	Service availability and Quality of Connection should be not less than 99.9% uptime.	
	Last-mile redundancy must be implemented with fully automated failover.	
	The ISP must provide uptime and performance monitoring tool.	
<i>Redundancy</i>	The Contractor shall have backup link technologies in case of failure.	
	The backup link must not be on the same medium to avoid instances of total outage.	
<i>Submarine Cable Redundancy</i>	The Contractor must have redundant Internet gateways through submarine cables with at least two geographically and logically independent routes with automated failover.	
<i>Documentation</i>	The ISP must provide all the documentation concerning the configuration and setup of the link.	
<i>Scalability</i>	The solution must allow for scalability of bandwidth without any network redesign.	
<i>National Network Footprint</i>	The Contractor shall have an existing national network footprint in the area where the IDLO Uganda premises are located.	
<i>Site visit</i>	Submit a site survey report confirming visits to IDLO office together with a work plan. All bidders are required to conduct a site visit either before or no later than 72 hours prior to the submission deadline. To request a site visit contact uga-tenders@idlo.int	

<i>Installation Supervision</i>	The installation, testing, and commissioning of Data links shall be executed in the presence of IDLO's representative, who shall always have access to the works.	
<i>Commissioning</i>	Installation, testing, and commissioning completed <u>by and no later than 14 November 2025</u>	
	Internet services activated <u>by and no later than 4 November 2025</u>	

2. LAN infrastructure setup and configuration

The supplier shall be responsible for the design, supply, installation, testing, and commissioning of a Local Area Network at IDLO Uganda office.

The LAN must be robust, scalable, secure, and compliant with international networking standards with sufficient capacity to support a minimum of 15 staff wireless laptops, 2 network printers and IP-based CCTV.

In addition, the design must account for staff personal mobile devices (1 device per staff e.g. smartphones/tablets)

The equipment for the LAN infrastructure (Router, Wireless Access Points, Switches, etc.) shall be brand new and be rented from the service provider for the duration of the contract. The provider remains the owner of the equipment.

The bidder will organize a site visit to determine and develop optimum specifications for the requirements below.

Mandatory Specification	Details	Supplier Offer Details
<i>Customer Premise Equipment (CPE)</i>	a) The ISP must provide CPE to enable connectivity.	
	b) Equipment/hardware supplied by the ISP shall be brand new and complete with all respects.	
	c) The devices/equipment delivered by the vendor must be installed, set up and configured.	
	d) IDLO Office existing LAN cabling must be adapted to the new Equipment/hardware supplied.	
	e) Equipment/hardware supplied by the ISP shall be maintained for the duration of the contract, including firmware updates, replacements, and repairs.	
<i>Leasing of Equipment</i>	a) All network equipment (Routers, Switches, Wireless Access Points) shall be provided on a lease basis and be brand new. b) The lease must include all costs for licensing, maintenance, repairs, and scheduled replacements for the duration of the contract.	
<i>Security Appliance & Monitoring Tools</i>	a) Ensure Network infrastructure protection	
	b) Connectivity protected against threats, malware, malicious traffic and preventing unauthorized access.	
<i>Routing</i>	a) Supply and configure a Router with sufficient ports to handle LAN-WAN connectivity, redundancy, and routing. b) Must be compatible with the ISP termination equipment.	
<i>Wireless</i>	a) Supply and install sufficient business grade Wireless Access Points, Wi-Fi 6 or higher, to provide seamless coverage across all the offices. b) APs must support WPA3 security and be centrally managed via a cloud-based platform. c) Ensure proper AP placement for optimized coverage and performance across all rooms.	
<i>Switching</i>	a) Supply and install at least one (1) Managed 20-Port Layer 2/3 Gigabit Switch.	

	<p>b) The switch must support VLANs, Quality of Service, and Power over Ethernet (PoE+).</p> <p>c) Ports must be configurable and scalable to meet future office expansion needs.</p>	
Structured Cabling	<p>a) Install CAT6 UTP quality cabling for all wired connections.</p> <p>b) Professional termination and labelling on the Patch Panels, Faceplates and documented.</p> <p>c) Conduct cable testing to validate performance.</p>	
Network Cabinet & Cable Management	<p>a) Ensure the network cabinet is well grounded for network equipment housing.</p> <p>b) Ensure professional cable management, trunking, and labeling for neatness and ease of troubleshooting.</p>	
Patch Panels & Scalability	<p>a) Provide scalable patch panels to accommodate current and future port expansion.</p> <p>b) Ensure all ports are clearly labeled and documented.</p>	
Power Back-up	Provide a backup power solution (UPS or equivalent) with sufficient capacity to sustain the LAN infrastructure for at least one (1) hour during power outages.	
Documentation and Handover	<p>a) Provide as-built network diagrams, including:</p> <ul style="list-style-type: none"> • Brand and Model of the equipment (Firewall, Routers, Switches, Wireless Access Points, UPS, etc.) • Cabling layout and topology • IP addressing schema • VLAN and segmentation plan <p>b) Submit test results for cabling and connectivity.</p> <p>c) Provide device manuals and warranty details where applicable.</p> <p>d) Train IDLO staff on basic operation, monitoring, and troubleshooting of the deployed LAN infrastructure.</p>	
Warranty	The service provider should provide warranty for the equipment where applicable.	
Work Plan	Share a detailed work plan for the project from initiation to commissioning within the “CPE deployment and commissioning” requirements of the SLA.	

3. Network Management, Support and Security

Mandatory Specification	Details	Supplier Offer Details
Network Security	<p>a) Network monitoring tools, and a web-based interface accessible to IDLO technical staff. Tools must generate detailed reports (port, IP, protocol) and connectivity should be guarded against malicious traffic.</p> <p>b) Network segmentation for traffic isolation (staff, guests).</p> <p>c) WPA3 wireless encryption.</p> <p>d) Regular patching of all active equipment</p> <p>e) Compliance with IDLO’s IT Security Policy.</p>	

<p>24/7 Centralized Helpdesk support</p>	<p>Have a functional customer service Centre which is operational 24/7 in Uganda to provide skilled technical support. Centralized Helpdesk user support via phone / SMS / email / ticketing system.</p> <p>a) After rectifying a complaint, the Contractor must update the resolution/closure in the Helpdesk, with confirmation reflected in the ticket.</p> <p>b) The Contractor shall provide and publish a troubleshooting guide and necessary training for users.</p>																																																																	
<p>Service Level Agreement (SLA)</p>	<table border="1"> <tr> <th colspan="4" data-bbox="444 495 1248 527">Network Availability</th> </tr> <tr> <td colspan="4" data-bbox="444 527 1248 594">The Internet Access Network shall be available to Customer free of Network Outages for 99.90 % of the time</td> </tr> <tr> <th colspan="4" data-bbox="444 594 1248 625">Incident management response and resolution</th> </tr> <tr> <th data-bbox="444 625 659 657">Classification</th> <th data-bbox="659 625 912 657">Perceived Fault</th> <th data-bbox="912 625 1062 657">Response</th> <th data-bbox="1062 625 1248 657">Resolution</th> </tr> <tr> <td data-bbox="444 657 659 825">Major Fault</td> <td data-bbox="659 657 912 825">The customer cannot use the internet service. The internet service is blocked.</td> <td data-bbox="912 657 1062 825">Within one (1) hour</td> <td data-bbox="1062 657 1248 825">Within six (6) hours</td> </tr> <tr> <td data-bbox="444 825 659 1020">Minor Fault</td> <td data-bbox="659 825 912 1020">Reduced internet service functionality or capacity, but the internet service is not blocked</td> <td data-bbox="912 825 1062 1020">Within four (4) hours</td> <td data-bbox="1062 825 1248 1020">Within one (1) working day</td> </tr> <tr> <td data-bbox="444 1020 659 1215">Irregular Event</td> <td data-bbox="659 1020 912 1215">The customer does not perceive any functionality hanges but the event must be analyzed</td> <td data-bbox="912 1020 1062 1215">Within one (1) working day</td> <td data-bbox="1062 1020 1248 1215">Within two (2) working days</td> </tr> <tr> <th colspan="4" data-bbox="444 1215 1248 1247">Internet Service Maintenance</th> </tr> <tr> <td data-bbox="444 1247 659 1377">Scheduled Maintenance</td> <td colspan="3" data-bbox="659 1247 1248 1377">Customer is notified five (5) calendar days in advance. Notice of Scheduled Maintenance will be provided to Customer's designated point of contact by email.</td> </tr> <tr> <td data-bbox="444 1377 659 1541">Urgent Scheduled Maintenance</td> <td colspan="3" data-bbox="659 1377 1248 1541">Scheduled Maintenance designated as "urgent", will be announced via phone and email to Customer's designated point of contact and performed within 24 hours with a maximum service interruption of 30 minutes.</td> </tr> <tr> <th colspan="4" data-bbox="444 1541 1248 1572">CPE deployment and commissioning</th> </tr> <tr> <td data-bbox="444 1572 659 1640">Delivery</td> <td colspan="3" data-bbox="659 1572 1248 1640">Within ten (10) working days from contract signature</td> </tr> <tr> <td data-bbox="444 1640 659 1707">Installation and Testing</td> <td colspan="3" data-bbox="659 1640 1248 1707"><i>Activities duration:</i> no more than five (5) working days</td> </tr> <tr> <td data-bbox="444 1707 659 1738">Validation</td> <td colspan="3" data-bbox="659 1707 1248 1738">No more than one (1) working day</td> </tr> <tr> <th colspan="4" data-bbox="444 1738 1248 1770">CPE fault</th> </tr> <tr> <td colspan="4" data-bbox="444 1770 1248 1837">Replacement of faulty equipment/hardware supplied within six (6) hours of fault reported to the ISP Helpdesk</td> </tr> </table>	Network Availability				The Internet Access Network shall be available to Customer free of Network Outages for 99.90 % of the time				Incident management response and resolution				Classification	Perceived Fault	Response	Resolution	Major Fault	The customer cannot use the internet service. The internet service is blocked.	Within one (1) hour	Within six (6) hours	Minor Fault	Reduced internet service functionality or capacity, but the internet service is not blocked	Within four (4) hours	Within one (1) working day	Irregular Event	The customer does not perceive any functionality hanges but the event must be analyzed	Within one (1) working day	Within two (2) working days	Internet Service Maintenance				Scheduled Maintenance	Customer is notified five (5) calendar days in advance. Notice of Scheduled Maintenance will be provided to Customer's designated point of contact by email.			Urgent Scheduled Maintenance	Scheduled Maintenance designated as "urgent", will be announced via phone and email to Customer's designated point of contact and performed within 24 hours with a maximum service interruption of 30 minutes.			CPE deployment and commissioning				Delivery	Within ten (10) working days from contract signature			Installation and Testing	<i>Activities duration:</i> no more than five (5) working days			Validation	No more than one (1) working day			CPE fault				Replacement of faulty equipment/hardware supplied within six (6) hours of fault reported to the ISP Helpdesk				
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Preventive Maintenance	The Contractor shall conduct preventive maintenance once within the first 15 days of installation and 2 visits onsite within a 12-month period thereafter. Activities include inspection, diagnostics, cleaning, and necessary repairs. All maintenance, repairs, and parts replacement for leased equipment will be the responsibility of the provider.	
Backup equipment	Standby replacement equipment (router, switches, access points) must be provided within 6 hours of a reported fault to ensure business continuity. The provider is responsible for replacing aging or obsolete leased equipment with newer models to maintain performance standards throughout the contract period.	
Reports	Provider to submit detailed 3-month reports: a) SLA compliance. b) Bandwidth utilization and uptime performance. c) Security incidents and resolutions.	
System Logs	a) Retention and secure storage of all system logs (security, access, audit trails) during the contract period. b) Logs must be available to IDLO upon request for at least 6 months. c) The Contractor shall provide a report, certificate, or audit trail confirming that all sensitive or unnecessary log data has been securely wiped, permanently removed from equipment (Routers, Switches, Wireless Access Points) at the conclusion of the contract.	
Monitoring Alerts &	a) Continuous monitoring of network devices, with real-time alerts for outages, security threats, and performance degradation. b) Proactive notification to IDLO ICT focal point.	

Supplier Technical Qualifications requirements during the bidding process

Specification	Details	Supplier Conformity
Licenses	a) Provide a valid license from the communications commission authorities specifying the licensed category. b) A valid registration from the National Information Technology Authority (NITA-U) c) A valid registration license from the Office of the Data Protection Commissioner (ODPC) for Data Processor & Data Controller.	
Manufacturer Authorization	a) Provide a copy of a dated, signed & stamped Manufacturer Authorization Letter referencing the tender details. This will be validated through the respective OEMs.	
Experience	1) Experience	
Technical Human Resources	a) The contractor will assign dedicated technical staff to manage and facilitate deliverables and activities. b) Attach Curriculum Vitae (with education and professional studies/certifications) of: <ul style="list-style-type: none"> • Project Leader (minimum 3 yrs of experience in similar role and responsibilities) • Senior Network Engineer (minimum 5 yrs of experience in similar role and responsibilities) • Network Engineer (minimum 2 yrs of experience in similar role and responsibilities) 	

Grid Coverage	a) Demonstrate evidence of existing national presence in areas where IDLO Uganda office is located.	
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Specifications for Services

Lot	Item Name	Specification	Unit measure	Qty
1	Optic Fiber Connection	Dedicated 25 Mbps uplink/downlink – 1:1 CIR, non-shared, unlimited usage.	Monthly	24
2	Satellite equipment (if applicable)	Include the necessary equipment that may be required during installation.	Lumpsum	01
3	LAN infrastructure setup and configuration	Network design and Workplan	Lumpsum	01
4	Customer Premise Equipment (CPE)	Network devices/equipment leasing (licenses, maintenance, repair and shipping costs included)	Monthly	24
5	Network Management, Support and Security	SLA, Helpdesk, Monitoring and Alerts	Monthly	24

**ANNEX D
PROPOSAL SUBMISSION FORM**

(This Form must be submitted using the Supplier's Official Letterhead/Stationery in the format specified below)

Dear Sir / Madam,

Having examined the Solicitation Documents, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide Professional Services for **[INSERT AMOUNT OF MONEY AND CURRENCY]** as may be ascertained in accordance with the Financial Proposal (Price Schedule) attached herewith and made part of this Proposal.

We undertake, if our Proposal is accepted, to commence and complete delivery of all services specified in the contract within the time frame stipulated.

We agree to abide by this Proposal for a period of 90 days from the date fixed for opening of Proposals in the Request for Proposals, and it shall remain binding upon us and may be accepted at any time before the expiration of that period.

We hereby accept the IDLO's General Terms and Conditions in full and Payment Policy of payment within 30 days after delivery of service on presentation of complete and correct invoice.

We understand that you are not bound to accept any Proposal you may receive.

Company/Organization: _____

Name: _____

Title: _____

Date: **Select date**

Signature: _____

Duly authorized to sign this Proposal

**ANNEX E
BIDDER INFORMATION FORM**

Name of Bidder:	[Insert Name of Bidder]	Date:	Select date
RFP reference:	N_212-2025/UGA/RFP		
Legal name of Bidder	[Complete]		
Legal address	[Complete]		
Year of registration	[Complete]		
Bidder's Authorized Representative Information	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Countries of operation	[Complete]		
No. of full-time employees	[Complete]		
Quality Assurance Certification (e.g. ISO 9000 or Equivalent) (If yes, provide a Copy of the valid Certificate):	[Complete]		
Does your Company hold any accreditation such as ISO 14001 or ISO 14064 or equivalent related to the environment? (If yes, provide a Copy of the valid Certificate):	[Complete]		
Contact person that IDLO may contact for requests for clarifications during Bid evaluation	Name: [Complete] Title: [Complete] Telephone numbers: [Complete] Email: [Complete]		
Please attach the following documents:	<ul style="list-style-type: none"> ▪ Certificate of Incorporation/ Business Registration ▪ Tax Registration/Tax Clearance Certificate issued by the Uganda Revenue Authority, or Certificate of Tax exemption, if any such privilege is enjoyed by the Bidder ▪ Audited financial statements (balance sheets, including all related notes, and income statements) for the last 2 years ▪ Provide a valid license from the communications commission authorities specifying the licensed category. ▪ A valid registration from the National Information Technology Authority (NITA-U) ▪ A valid registration license from the Office of the Data Protection Commissioner (ODPC) for Data Processor & Data Controller. ▪ Provide a copy of a dated, signed & stamped Manufacturer Authorization Letter referencing the tender details 		

- Attach up to three (3) contracts/LSOs as proof of having carried out similar assignments within the last three (3) years.
- Attach 3 contracts or LSOs for ISP Services
- Attach 3 contracts/LSOs for Network deployment
- Attach up to 3 reference letters indicating commissioning of similar assignments. The letters must have been written within the tendering period of this tender.
- Attach 3 reference letters for ISP services
- Attach 3 reference letters for Network Deployment
- Attach Curriculum Vitae (with education and professional studies/certifications) of:
 - Project Leader (minimum 3 yrs of experience in similar role and responsibilities)
 - Senior Network Engineer (minimum 5 yrs of experience in similar role and responsibilities)
 - Network Engineer (minimum 2 yrs of experience in similar role and responsibilities)

ANNEX F1- TECHNICAL PROPOSAL

A. Establishment and Experience

1. Company profile, including printed brochures and product catalogues relevant to the goods and/or services being procured, information on number of years in operation, country of incorporation, and types of activities undertaken.
2. General organizational capability which is likely to affect implementation: management structure, financial stability, and project financing capacity, project management controls, extent to which any work would be subcontracted (if so, provide details).
3. Relevance of specialized knowledge and experience on similar engagements done in the region/country within past 3 years; to be substantiated with copies of prior contracts, or contactable references and details of project size/scope
4. Experience working with the Government of Uganda, diplomatic missions/embassies, other Inter-Governmental Organizations such as the World Bank and the United Nations and/or International Non-Governmental Organizations
5. Project resources planned to be assigned to this Contract (including CVs, certifications and qualifications of team members). Any new resources be recruited after award of contract?

Format for CV of Proposed Guards

Name of Personnel	[Insert]
Position for this assignment	[Insert]
Nationality	[Insert]
Language proficiency	[Insert]
Education/Qualifications	<p><i>[Summarize college/university and other specialized education of personnel member, giving names of schools, dates attended, and degrees/qualifications obtained.]</i></p> <p>[Insert]</p>
Professional certifications	<p><i>[Provide details of professional certifications relevant to the scope of goods and/or services]</i></p> <ul style="list-style-type: none"> ▪ Name of institution: [Insert] ▪ Date of certification: [Insert]
Employment Record/ Experience	<p><i>[List all positions held by personnel (starting with present position, list in reverse order), giving dates, names of employing organization, title of position held and location of employment. For experience in last five years, detail the type of activities performed, degree of responsibilities, location of assignments and any other information or professional experience considered pertinent for this assignment.]</i></p>

	[Insert]	
References	<i>[Provide names, addresses, phone and email contact information for two (2) references]</i>	
	Reference 1: [Insert]	Reference 2: [Insert]

B. Methodology

1. This section should demonstrate the Bidder’s responsiveness to the Terms of Reference (TOR) and has the highest percentage of Points.
2. Explanation of the proposed overall methodology for producing the expected results of the TOR.
3. Provide Detailed Project Implementation Plan showing Mobilization Timeline from the signing of the contract, how deliverable can be met on time from the time that the contract is signed.
4. Please explain details of quality control points
5. Geographical coverage, including details of staff or offices or sub-contractors already operating in selected areas, if applicable

C. Reporting

1. Please explain progress reporting and final schedule.

ANNEX F2- FINANCIAL PROPOSAL

The Bidder is requested to prepare the Financial Proposal/Price Schedule as a separate envelope from the rest of the RFP response as indicated in the Instructions to Bidders.

The Price Schedule must provide a detailed cost breakdown. Provide separate figures for each functional grouping or category.

In case of an equipment component to the service provided, the Price Schedule should include figures for both purchase and lease/rent options. The IDLO reserves the option to either lease/rent or purchase outright the equipment through the Bidder.

The format shown in the below table should be used while preparing the price schedule. The format includes specific expenditures, which may or may not be required or applicable but are indicated to serve as examples.

Lot	Item Name	Specification	Unit measure	Qty
1	Optic Fiber Connection	Dedicated 25 Mbps uplink/downlink - 1:1 CIR, non-shared, unlimited usage.	Monthly	24
2	Satellite equipment (if applicable)	Include the necessary equipment that may be required during installation.	Lumpsum	01
3	LAN infrastructure setup and configuration	Network design and Workplan	Lumpsum	01
4	Customer Premise Equipment (CPE)	Network devices/equipment leasing (licenses, maintenance, repair and shipping costs included)	Monthly	24
5	Network Management, Support and Security	SLA, Helpdesk, Monitoring and Alerts	Monthly	24

ANNEX G
IDLO SPECIAL CONDITIONS OF CONTRACT

Not Applicable

ANNEX H
IDLO GENERAL TERMS AND CONDITIONS FOR THE PROCUREMENT OF GOODS OR SERVICES
AND
IDLO SUPPLIER CODE OF CONDUCT

Any bid submission will imply the unconditional acceptance of IDLO General Terms and Conditions for Goods and Services and adherence to the Supplier Code of Conduct.

The documents are available on IDLO Procurement Website:

https://www.idlo.int/sites/default/files/documents/idlo-procurement-general-terms-and-conditions-for-goods_may-2020.pdf

https://www.idlo.int/sites/default/files/documents/idlo-procurement-general-terms-and-conditions-for-services_may-2020.pdf

<https://www.idlo.int/sites/default/files/documents/idlo-supplier-code-of-conduct.pdf>