
1 Tender

The Norwegian Refugee Council (NRC) has opened an RFQ process to secure a global frame agreement (GFA) for VSAT telecommunications services.

2 Problem Statement

NRC is a humanitarian INGO established in 1946 and currently working in nearly 40 countries to aid those displaced by war and conflict. With nearly 8000 staff serving over 14 million people, NRC has ongoing strategic initiatives related to working in hard-to-reach areas as well as ambitious objectives to improve operations through digital transformation as well as to deliver assistance, where possible, by digital means.

In order to assist refugees and internally displaced persons where they are, NRC needs to be able to operate effectively in those locations. As back-office operations has moved to the cloud, utilizing services such as Office 365, Oracle HCM, Agresso by Unit4, Salesforce, and more, it is increasingly vital that each office has sufficient capacity. Furthermore, we are seeing an increase in programmes, such as legal assistance, that are using online resources to reach the millions of people we serve. Adequate internet is no longer optional, it is vital to our operations.

NRC must select a VSAT vendor by the end of 2021 for several reasons including:

- Current contract end-date
- Increased minimum-capacity requirements for internet-based tools and services due to digital transformation
- Ongoing lack of terrestrial options in many locations
- Increased demand to improve quality of signal and service.

3 Context

3.1 The Current Situation

NRC currently has a global frame agreement with a single VSAT provider although local offices are free to procure from other providers. VSAT solutions are currently deployed in Yemen, Mali, Central African Republic, South Sudan, Democratic Republic of the Congo, Niger, and Nigeria. Specific sites and specifications are attached at the end of this document.

Where NRC has invested in VSAT services, we currently own all the equipment.

While NRC has operations from Myanmar to Columbia and we do expect some needs to arise elsewhere, the focus of our VSAT deployments has been across Africa + Yemen and this remains the current priority.

4 Requirements

4.1 Technical

1. Capacity: See attached spreadsheet for current indicative use. We currently expect some growth in all of these sites. We have included some non-satellite locations for comparison and would consider moving them if supplier's offering is competitive.
2. Uptime: 99.96% or better
3. Packet loss: 0.5% or better
4. Latency: while NRC would like to target 550ms, we recognize that this may vary by site and that there are technical constraints. However, latency should not exceed 600ms.
5. Upload: the solution must allow scaling of upload speeds to greater than 2Mbps except where mutually agreed.
6. Traffic shaping can be a valuable tool in optimizing bandwidth. Please describe your solution and whether it can accommodate different profiles for different times of day.
7. Re-use: NRC has already invested in dishes, BUC, modems, and power, etc, for our current VSAT locations. Most of our hardware is as follows although we also have some Norsat LNB and other variations.

Dish	Modem	BUC	Power	Tech	LNB	Model	Ratio
1.8 M	Newtec-MDM3310	Belcon-Mblc-8-F	8 watts	C-Band	C-band PLL LNB	NJS8487H	Dedicated

Please describe the minimum new investment, if any, to adopt supplier's solution.

8. Coverage: While the majority of NRC's satellite communication needs (and the priority in this request) are in Africa and Yemen, see attached spreadsheet, we operate across the Middle East, South Asia, and Latin America. Please provide any maps and roll-out roadmaps beyond Africa with significant variation in latency and cost, if any.
9. While this tender is primarily for VSAT services, NRC procures fibre, telephony, and other telecommunication services. If you also offer terrestrial, microwave, and other services in the regions where we operate, please describe them here and whether such services could be included in the agreement.
10. Coverage: If there are any NRC countries in which you cannot deploy services due to regulatory or legal constraints, please list them.
11. Mobile or Temporary Solutions (optional): NRC specializes in being able to serve people in hard-to-reach areas and often needs to run temporary assessments in these areas before establishing a more permanent presence. If you have any portable solutions suitable for a small team to take into a remote area and be able to deploy themselves and then bring back, please describe the solution and associated costs.
12. Do you operate your own teleport? If so, please specify location(s), scale of the operation, and upcoming plans. If not, please elaborate on your partnerships and how you guarantee continuity and quality of the service.

4.2 Support

13. SLA: Describe your local partner networks and how you can achieve a 3-day SLA for on-site support. If this cannot be guaranteed, please explain.
14. SLA: Describe your technical support process including languages available and any SLAs such as response time, time to work-around, etc.

15. Do you have a system today for proactively notifying customers when KPIs such as latency, packet loss, or uptime are out of agreed ranges?

4.3 Sustainability

1. Legality: Neither the supplier nor any member of its leadership/ownership may appear on US, UN, or European sanction lists. Such status is grounds for immediate contract termination.
2. Viability: Please provide recent quarterly reports or other similar assurance that the business is in good standing and likely to continue for duration of the contract.
3. Green: NRC is committed to the environment and has set aggressive targets towards carbon reduction in our operations. If supplier takes any measures to reduce or minimize your carbon footprint, please describe.

4.4 Contractual

1. NRC is looking for a global frame agreement, usable by any NRC office.
2. Term may be either 3 or 4 years.
3. It should be possible to directly invoice Service Orders to the ordering country.
4. Ideally the commercial terms include a price curve based on volume where volume is aggregated globally.
5. Any PII or other sensitive data must comply with GDPR. Please describe your data security and any partners with whom you share customer information.
6. The Norwegian Refugee Council is a member of Nethope.org, a consortium of nearly 60 humanitarian organizations. If you have any pre-negotiated pricing, benefits, or services for members, please be sure to include these in your offer.
4. Payments in USD are subject to additional procedures and take longer to process. Supplier should invoice in Euro, NOK, or other currency as mutually agreed.

4.5 Innovation

1. NRC appreciates and welcomes innovation both technical and commercial. If you are proposing novel solutions or pricing models, please show how they help us solve the problem of delivering digital services to the sites that need them in a cost effective way.

5 Selection Process

5.1 Manner of Reply

Please send a quotation or price list, requirements compliance, and any supporting presentation or materials in English to: ict.procurement@nrc.no

Please include a signed copy of the Annex 1 ethical declaration.

Quotations must be in **Euro**.

Deadline, see below, is EOD **25 October 2021**. Late bids may not be read.

5.2 Timeline

NRC recognizes that the timeline is aggressive, and we commit to respond in a timely manner to all questions and to provide clear feedback throughout the process.

04 October 2021: RFQ (this document) is sent out.

25 October 2021: Initial vendor responses are due.

08 November 2021: NRC completes review of submissions and notifies suppliers whether they have made the shortlist. Shortlisted vendors will be invited to a video call where they can present themselves and answer any outstanding questions.

22 November 2021: NRC bid committee completes interviews and solicits any final supporting or clarifying updates/revisions to the bid packages.

06 December 2021: Target date for final decision.

5.3 Evaluation

While cost is an important criterion, NRC will evaluate proposals holistically. Key representatives from countries currently using VSAT services will be included in the review committee as well as Legal, and technical staff from Head Office and the Regions.

Shortlisted suppliers will be invited to clarify their proposal, answer questions, and meet the team via video call.

All proposals will be read and bidders will have an opportunity to respond to any questions and feedback. NRC believes in a fair and transparent process and will keep bidders informed of the status throughout the process.

6 Annex 1: Ethical Standards Declaration for all Supply, Service and Works Contractors

NRC as a humanitarian organisation expects the contractors to have high ethical standards. “all contractors supplying or planning to supply goods, works or services valued USD 10.000 or more cumulatively within a 12 months’ period must sign this declaration”.

This declaration will be kept on file for a period of 10 years and should be updated every year or more often as appropriate.

NRC staff may perform checks to verify that these standards are adhered to. Should NRC deem that the contractor fails to meet or is not taking appropriate steps to meet these standards, any and all contracts and agreements with NRC may be terminated.

Any contractors doing business with Norwegian Refugee Council shall as a minimum;

a) Comply with all laws and regulations in effect in the country or countries of business
AND

b) Meet the ethical standards as listed below.

OR

Positively agree to the standards and be willing to implement changes in their organisation.

1. Anti-corruption and contractor’s compliance with laws and regulations:

1.1 The contractor confirms that it is not involved in any form of fraud, corruption, collusion, coercive practice, bribery, involvement in a criminal organization or other illegal activity.

1.2 Where any potential conflict of interest exists between the contractor or any of the contractor’s staff members with any NRC staff member, the contractor shall notify NRC in writing of the potential conflict. NRC shall then determine whether action is required. A conflict of interest can be due to a relationship with a staff member such as close family etc.

1.3 The contractor will immediately notify senior NRC management if exposed for alleged corruption by representatives of NRC.

1.4 The contractor shall be registered with the relevant government authority with regard to taxation.

1.5 The contractor shall pay taxes according to all applicable national laws and regulations.

1.6 The contractor warrants that it is not involved in the production or sale of any weapons including anti-personnel mines.

2. Conditions related to the employees:

2.1 No workers in our company will be forced, bonded or involuntary prison workers.

2.2 Workers shall not be required to lodge “deposits”

or identity papers with their employer and shall be free to leave their employer after reasonable notice.

2.3 Workers, without distinction, shall have the right to join or form trade unions of their own choosing and to bargain collectively.

2.4 Persons under the age of 18 shall not be engaged in work which is hazardous to their health or safety, including night work.

2.5 Employers of persons under the age of 18 must ensure that the working hours and nature of the work does not interfere with the child’s opportunity to complete his/ her education.

2.6 There shall be no discrimination at the work place based on ethnic background, religion, age, disability, gender, marital status, sexual orientation, union membership or political affiliation.

2.7 Measures shall be established to protect workers from sexually intrusive, threatening, insulting or exploitative behaviour, and from discrimination or termination of employment on unjustifiable grounds, e.g. marriage, pregnancy, parenthood or HIV status.

2.8 Physical abuse or punishment, or threats of physical abuse, sexual or other harassment and verbal abuse, as well as other forms of intimidation, shall be prohibited.

2.9 Steps shall be taken to prevent accidents and injury to health arising out of, associated with, or occurring in, the course of work, by minimizing, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

2.10 Wages and benefits paid for a standard working week shall meet, at a minimum, national legal standards or industry benchmark standards, whichever is higher. Wages should always be enough to meet basic needs.

2.11 Working hours shall comply with national laws and benchmark industry standards, whichever affords greater protection. It is recommended that working hours do not exceed 48 hours per week (8 hours per day).

2.12 Workers shall be provided with at least one day off for every 7 day period.

2.13 All workers are entitled to a contract of employment that shall be written in a language they understand.

2.14 Workers shall receive regular and documented health and safety training, and such training shall be repeated for new workers.

2.15 Access to clean toilet facilities and to potable water, and, if appropriate, sanitary facilities for food storage shall be provided.

2.16 Accommodation, where provided, shall be clean, safe and adequately ventilated, and shall have access to clean toilet facilities and potable water.

2.17 No Deductions from wages shall be made as a disciplinary measure.

3. Environmental conditions:

3.1 Production and extraction of raw materials for production shall not contribute to the destruction of the resources and income base for marginalized populations, such as in claiming large land areas or other natural resources on which these populations are dependent.

3.2 Environmental measures shall be taken into consideration throughout the production and distribution chain ranging from the production of raw material to the consumer sale. Local, regional and global environmental aspects shall be considered. The local environment at the production site shall not be exploited or degraded by pollution.

3.3 National and international environmental legislation and regulations shall be respected.

3.4 Hazardous chemicals and other substances shall be carefully managed in accordance with documented safety procedures.

We, the undersigned, verify that we are in compliance with all applicable laws and regulations, and meet the ethical standards as listed above or positively agree to these ethical standards and are willing to implement necessary changes in the organisation.

DATE: _____

NAME OF CONTRACTOR/COMPANY: _____

NAME OF REPRESENTATIVE _____

SIGNATURE: _____

Current VSAT Use, 2021



Country	Location	Latitude	Longitude	Users	Download	Upload	band	Connection Shared or d	Jitter (ms)	Uptime %	Latency (ms)	Loss Rate %
Yemen	Aden	12°48'53.5"N	45°02'10.8"E	70	20,000	3,000	KA Band Sa	Shared	146.271	53.09	236.12	13.22
Yemen	Al-Mukha	13°19'19.4"N	43°15'41.4"E	10	10,000	2,000	KA Band Sa	Shared	131.843	98.86	657.777	0.7
Yemen	Taiz	13°14'02.6"N	44°06'10.8"E	25	10,000	2,000	KA Band Sa	Shared	81.456	98.99	636.627	0.63
South Sudan	Akobo	7°47'00.0"N	33°03'00.0"E	15	2,000	1,000	VSAT	Dedicated	105.641	85.19	717.457	2.92
South Sudan	Alek	N/A	N/A	20	3,000	2,000	VSAT	Dedicated	94.237	93.77	658.155	2.32
South Sudan	Aweil	4°51'46.7"N	31°35'18.1"E	30	4,000	2,000	VSAT	Dedicated	228.877	97.85	679.701	1.01
South Sudan	Bor	6°12'47.9"N	31°33'55.8"E	30	4,000	2,000	VSAT	Dedicated	87.068	97.6	651.541	1.42
South Sudan	Wau	7°42'33.1"N	27°59'00.6"E	20	3,000	2,000	VSAT	Dedicated	285.044	75.21	500.752	24.09
South Sudan	Twic East	7°10'13.1"N	31°24'30.9"E	20	3,000	2,000	VSAT	Dedicated	59.442	93.75	675.922	1.22
South Sudan	Mankien	9°13'35.8"N	29°09'54.7"E	25	2,000	1,000	VSAT	Dedicated	283.552	73.97	486.485	25.19
South Sudan	Koch	N/A	N/A	10	2,000	1,000	VSAT	Dedicated	N/A	N/A	N/A	N/A
South Sudan	Duk	N/A	N/A	10	2,000	1,000	VSAT	Dedicated	N/A	N/A	N/A	N/A
Cameroon	Batouri	4°26'07.6"N	14°21'42.3"E	10	2000	2,000	VSAT	Shared	N/A	N/A	N/A	N/A
Central African Republic	Berberati	4°15'29.2"N	15°47'12.8"E	28	4500	2,250	VSAT	Dedicated	217.917	81.38	577.944	14.01
Central African Republic	Kagabandoro	6°59'50.0"N	19°11'03.9"E	47	5000	2,000	VSAT	Dedicated	57.559	99.28	654.392	0.55
Central African Republic	Alindao	5°02'27.8"N	21°12'33.4"E	51	7000	2,500	VSAT	Dedicated	57.173	99.5	655.386	0.44
Central African Republic	Bangui	4°22'03.4"N	18°34'54.3"E	49	7000	3,300	VSAT	Dedicated	49.184	99.76	651.852	0.17
DR Congo	Mweso	1°06'48.8"S	29°02'08.5"E	4	1000	1,000	VSAT KU	Dedicated	210.108	95.95	776.693	2.39
Mali	Goundam	16°25'06.5"N	-3°39'56.6"W	10	1500	1,000	VSAT	Dedicated	74.76	98.56	655.246	1.17
Mali	Menaka	15°54'57.8"N	2°23'56.5"E	17	2500	1,500	VSAT	Dedicated	54.44	99.28	658.988	0.44
Mali	Tombouctou	16°46'24.2"N	-3°00'19.7"W	36	4000	1,500	VSAT	Dedicated	50.124	99.48	660.759	0.39
Mali	Gao	16°15'15.1"N	-0°01'26.9"W	45	7500	1,500	VSAT	Dedicated	54.057	98.53	665.866	0.8
Niger	Maradi	13°29'35.1"N	7°06'40.5"E	43	6000	6,000	Radio	Dedicated	134.775	92.18	221.63	2.49
Nigeria	Monguno	12°41'01.5"N	3°36'37.1"E	20	7000	2,000	VSAT KU	Dedicated	1228.247	98.16	704.63	1.2
Nigeria	Damasak	13°06'09.2"N	12°30'37.7"E	16	7000	2,000	VSAT KU	Dedicated	492.549	99.12	676.282	0.29
Nigeria	Dikwa	12°02'30.1"N	13°55'00.4"E	16	7000	2,000	VSAT KU	Dedicated	637.741	99.21	674.564	0.44
Nigeria	Pulka	11°13'34.5"N	13°47'02.4"E	14	7000	2,000	VSAT KU	Dedicated	523.488	99.17	695.335	0.27