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UNION AFRICAINE  
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AFRICAN COURT ON HUMAN AND PEOPLES' RIGHTS  
COUR AFRICAINE DES DROITS DE L'HOMME ET DES PEUPLES  
P.O Box 6274 Arusha, Tanzania, Tel: +255 732 979506/9; Fax: +255 732 979503  
Website: [www.-Board.org](http://www.-Board.org) Email: [registrar@-Board.org](mailto:registrar@-Board.org)

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Ref: AfCHPR/IPC/2017/78

Date: 26<sup>th</sup> May 2017

**TO: ALL INTERESTED SUPPLIERS**

**REQUEST FOR PROPOSAL (RFP) RE-ADVERTISED**

**INTERNET SERVICE PROVISION, DOMAIN HOSTING, MAIL "A" AND "MX"  
RECORDS HOSTING, AND WEBSITE HOSTING SERVICES**

**PROFILE OF THE AU ABC**

The Board is the emanation of The Convention and it was created on 26th May 2009 under Article 22 (1) of The Convention. This organ bases its work on the provisions of this legal instrument and in this regard, it is the unique continental organization mandated by the African Union to deal with corruption and related themes in Africa. Providers are invited to know more about the AU ABC by visiting its website [www.auanticorruption.org](http://www.auanticorruption.org)

**PURPOSE**

The purpose for this Request for Proposal (RFP) is to solicit proposals from Internet Service Providers (ISPs) to provide Internet (via Fibre Optic connection), Domain hosting, Mail A and MX records hosting, and Website hosting services to the African Union Advisory Board on Corruption (AU ABC) Headquarters. AU ABC anticipates award of a service contract to the provider offering the best value to the Board considering technical and financial factors.

The contract will be for an initial base period of one year with an option for extension based on satisfactory performance.

## **DETAILS OF THE REQUIRED SERVICES**

The Board requires Internet services as follows;

1. **SITE :** African Union Advisory Board on Corruption Head Quarters  
Location: Arusha International Conference Centre (AICC), Serengeti Wings, 3rd & 7<sup>th</sup> Floor, East Africa Road, Sekei,  
P.O. Box 6071, Arusha, Tanzania.  
Requirements: Five (5) Megabytes per Second dedicated bandwidth.
  
2. The Web Hosting Service should be able to provide for the following:
  - 2.1. Ability to host files such as data, text, sound, photographs, graphics, video, messages or other materials ("Content")
  - 2.2. Provide Website Administrative Controls
  - 2.3. Provide user ability to Manage/Change Passwords
  - 2.4. Have Password Protected Update Access
  - 2.5. Have flexible Upload/Update features
  - 2.6. Technical Support included as part of the hosting service cost
  - 2.7. Have a high degree of uptime
  - 2.8. Fibre Cable should be laid to the AU ABC data centre in protective tubes to Internet.

## **MINIMUM REQUIREMENTS**

1. The provider should ensure 24 x 7 hours connectivity to AU ABC with a minimum assurance of 98% of stipulated bandwidth and availability.
2. Online traffic monitoring tools should be made available by the Provider with access rights to AU ABC and the provider shall provide a traffic report every ek to AU ABC.
3. 24 x 7 technical help desk support should be available to AU ABC's Sites by phone or on-site support, depending on the severity of the problem with two



dedicated engineers to be allocated by the Provider stipulating their contact details.

4. Any Scheduled maintenance done by the Provider should be performed during off peak hours (5pm – 6am) or weekend. Notice of any planned maintenance should be given to AU ABC at least 48 hours prior to planned downtime. Ideal notice is at least 2 weeks.

The AU ABC runs its Mail server onsite. In this case, the service provider will be required to help in a smooth transition from the current ISP to his end by adding the Host (A) record and Mail exchanger (MX), Pointer (PTR) etc.

## **PREPARATION OF THE PROPOSALS**

### **A. TECHNICAL PROPOSAL**

The technical proposal is the critical item of consideration in selection for award of the contract. It should therefore be specific, complete and presented concisely.

1. The shortlisted service providers will be requested to demonstrate internet services at the AU ABC for one week testing period at his/her own cost.
2. The Provider should stipulate the technical capabilities, including network diversity, control, monitoring and maintenance, hours of operation for both technical and non-technical support.
3. The Provider should provide a detailed Service Level Agreement (SLA) document, including how penalties are assessed and credits provided for failure to meet specified SLA's Incident management and escalation procedures.
4. The providers shall indicate all necessary equipment needed including modems, UPS, terrestrial links, routers and other accessories to provide required data speed and quality of Internet connectivity.
5. The provider shall provide diagrams representing how the network is designed in general and detailed mapping of all the connections point to point.
6. The Provider shall put in place an appropriate security plan and maintain the security plan, taking into account the security situation at AU ABC where the services are being provided; the AU ABC reserves the right to verify whether

such a plan is in place, and to suggest modifications to the plan when necessary.

7. All services provided must be installed, tested and ready for use not later than 5 days after signing the contract. Failure to do so the AU ABC reserves the right to revoke the contract.
8. The Provider shall keep AU ABC aware on any major changes industry, regional or worldwide outages, which will have an impact on their service policies or procedures.
9. The Provider shall stipulate a meeting plan with the AU ABC to discuss issues of mutual concern, to review the Provider's performance and to discuss improvements which the Provider or AU ABC should make in order to achieve a more effective service and support
10. The technical proposal must set forth in detail the Provider's capability and past performance.

## **B. FINANCIAL PROPOSAL**

1. All Prices should be quoted in USD (United States Dollars).
2. The installation fees shall be paid after completion of installation/commissioning and certification by the Board.
3. AU ABC reserves the right to reduce the fees, should the service outage by the vendors be continuous and is more than 24 hours in a week.

## **CONDITIONS FOR SUBMISSION OF PROPOSALS.**

1. Issuance of the RFP does not constitute a commitment on the part of AU ABC to award a contract nor does it commit AU ABC to pay for costs incurred in the preparation and submission of the proposal.
2. All proposals and materials submitted in response to this RFP shall become the property of AU ABC for use as deemed appropriate, respecting all Copyrights.
3. AU ABC reserves the right to modify the requirements of this RFP after its release.

4. The offeror that can provide the best value to AU ABC will be invited to contract negotiations but such invitation shall not commit AU ABC to enter into a contract with the invited offeror.
5. All interested Suppliers should submit their Proposals clearly addressed as follows:

**“TENDER FOR PROVISION OF INTERNET SERVICES TO AFRICAN UNION  
ADVISORY BOARD ON CORRUPTION”**

**The Secretary  
Internal Procurement Committee  
African Court on Human and Peoples’ Rights  
P.O BOX 6274  
Arusha  
Tanzania  
Email: [procurement@african-court.org](mailto:procurement@african-court.org)**

- 4.2 The closing date for submission of Proposals is not later than 17:00hrs on **16<sup>th</sup> June 2017**.

**Dr. Robert. Eno**  
  
**Registrar of the Court**  
**Chairperson Internal Procurement Committee**

