Internet bandwidth technical specification for ARCS Marastoon

Link locations: The links will be installed in ARCS Marastoon office which is in Afshar-i-silo in ARCS compound.

Link capacity: 10Mbps dedicated.

The need for the internet bandwidth will be 12 days per month and 3 days per week from 7:00 AM to 5:00 PM. IFRC will only pay for the amount of days the link will be active and will not pay for the rest of days.

Details of technical specifications:

1. Pure and licensed Point to Point Wireless Internet bandwidth: dedicated 1:1(100%dedicated, download/upload 10Mbps.
2. Fiber Backbone: Primary link should be one of the most reliable upstream providers, eg: Transworld TW, or Fujaira link with the minimum Hope Counts and best latency.
3. The primary and secondary link should be non- AFTEL link.
4. Backup link should be automatic failover, it should be 80%) of the primary link, in case the primary link is down. The backup link should be preferably on Tajek or Uzbek link
5. SLA: The uptime should be more than 99.9%.
6. The link should be P2P connection and preferably with the minimum Hope Counts to the main ISP Gateway – a direct connection to the main gateway of ISP is preferred.
7. The latency for the gateway to ISP's main backbone should be 1-2ms and stable on 1 MS. The latency to the public DNS should be between 30-45ms, it should be stable on maximum 40 when the bandwidth is less than 90% usage.
8. ISP should provide a licensed frequency.
9. Preference will be with the ISPs who are the main dealers of Internet bandwidth in local market.
10. Antenna should be standard and best possible quality. It should be clearly mentioned in RFP.
11. All equipment which is needed for connection, should be provided by ISP (Dish, Ignite or similar, net box, bandwidth controlling device....) for duration of the contract.
12. Standard installation should be done by the company.
13. Technical support on site (Free of Charge).
14. ISP should provide additional bandwidth if needed on ad-hoc basis.
15. Shall provide MRTG live graph
16. Replacement of all defective hardware peripherals and materials, within the contract period should be on ISP
17. Ground system should be on ISP
18. Duration of Contract 1 year, with possibility of extension
19. Payment method: Monthly payment.
20. Termination of the contract with 30 days prior written notice from both parties
21. In case of disruption of service for more than 2 hours in 24 hours, one day will be deducted from payment.
22. In case of continuous disruption of service and unsatisfactory performance the contract shall be terminated with immediate effect with no services charges during the service disruption period.

Ali Basheer yar

3-1-23